

Your Health Matters

East Surrey Clinical Commissioning Group Newsletter

September 2017

The NHS has been ranked the number one health system in a comparison of 11 countries. The research published by the Commonwealth Fund praised our health service for its safety, affordability and efficiency, but it fared less well on outcomes such as preventing early death and cancer survival.

Despite this international accolade, we are not without challenge. In fact, as more people than ever before are calling on services, our NHS is facing the biggest financial challenge it has known and services need to change and adapt in response.

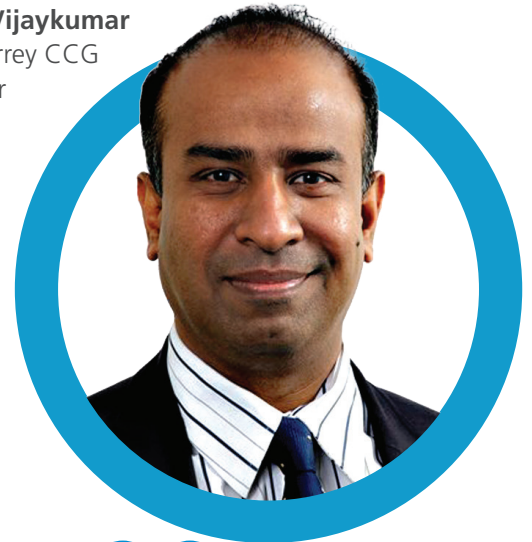
Here in East Surrey, the local picture reflects the national trend. We were disappointed to hear recently that our CCG has remained in special measures and under legal directions. We've been working hard to address the issues that were outlined in last year's annual assessment conducted by NHS England, but we recognise we have a way to go. Looking forward, we will of course continue working alongside our partners and forging closer links to our fellow CCGs to put patients first and deliver high quality, safe and accessible care for local people and move towards improvement.

I am delighted our CCG has made substantial improvements, including in the three priority areas of cancer, mental health and dementia. Independent clinical panels rated our commissioned services for cancer as outstanding and for mental health and dementia we were rated good. We have also been certified as one of the four 'most improved' CCGs by the All-Party Parliamentary Group on Cancer in recognition of the progress we have made in one year survival rates.

We certainly heard some very positive feedback about the NHS from the people on the street at the recent Horley Carnival. Our CCG staff worked in partnership with Surrey County Council Public Health Team and cancer charity Macmillan to host a stand at the family event in June.

Patient feedback is so important to helping the NHS to continue to improve. We are always keen to receive your feedback and encourage you to join our Health Network to ensure you receive the latest updates on surveys and other ways to have your say.

Dr Elango Vijaykumar
NHS East Surrey CCG
Clinical Chair



Patients at the heart

New Accountable Officer appointed by NHS East Surrey Clinical Commissioning Group

Dominic Wright has been appointed Accountable Officer at NHS East Surrey Clinical Commissioning Group (CCG).

Dominic joined the organisation in June, taking over from Interim Accountable Officer, Ian Ayres. Dominic was previously Accountable Officer at NHS Guildford and Waverley CCG and has held a number of senior roles in managing clinical operational services across a variety of general acute and teaching hospitals in London.

The CCG is responsible for planning and buying hospital, community and mental health services across Tandridge, Redhill, Reigate and Horley.

Dominic said: "I am delighted to have been appointed as the new Accountable Officer for NHS East Surrey CCG. There are obviously challenging times ahead for the health and care system, but our focus is making sure that patients and local residents receive the best possible care from the services we commission".

Dr Elango Vijaykumar, Clinical Chair of NHS East Surrey CCG, said: "It's fantastic that we have been able to secure the appointment of Dominic; a very experienced Accountable Officer who will offer senior leadership to our CCG at a time of significant change across East Surrey and the wider local NHS".

He added: "My Governing Body and I are very appreciative of the leadership that Ian Ayres offered the CCG. We recognise that the organisation has benefited hugely from his valuable knowledge and experience and would like to thank him for all his hard work".



"I am delighted to have been appointed as the new Accountable Officer for NHS East Surrey CCG"

Join our next Governing Body meeting in public

Our Governing Body oversees the decisions that the CCG makes about local health services, ensuring our activities meet the best standards of quality for the local populations. The public are very welcome to attend our meetings held in public on:

- **Thursday 12 October 2017, 10.00-12.30**
- **Thursday 11 January 2018, 10.00-12.30**

Questions from the public are welcome and should be submitted to the CCG five days before the meeting via Carol Rowley, Patient Experience Lead carol.rowley4@nhs.uk

Patient Voice

In East Surrey we know how important it is to listen to, understand, and act upon what really matters to patients and people in our communities. This helps to ensure we make the best use of public funds to deliver services that respond to patients' needs and offer the best possible experience.

Over the summer, our communications team have been busy developing fresh ways for us to hear the views and opinions of our public. This newsletter is the first that we have published for a while. We would love to hear what you think of this edition and what you may want to see in future issues.

Our new revised website went live recently and we now have a link encouraging people to sign up to our Health Network to receive monthly updates and register your interest in working more closely with the CCG on specific projects. In August we launched our East Surrey Facebook page, please have a look and share with your friends and family www.facebook.com/NHSEastSurreyCCG We have also been more active on Twitter and hope that many of you will have followed us.

We will of course carry on meeting face to face with community, faith and voluntary organisations, individuals and representatives who continue to contribute to the identification of need, planning, monitoring and improvement of local services and to whom we are immensely grateful.

Carol Rowley,
Patient Experience Lead

More patients to benefit from expert advice from Pharmacists at their GP Surgery



Patients in East Surrey will soon be able to benefit from expert advice from a clinical pharmacist when they visit their GP surgery.



Clinical pharmacists work as part of the general practice team by providing expertise on day-to-day medicine issues and consultations with patients directly. This includes extra help to manage patients' long-term conditions, such as managing high blood pressure; advice for patients on taking multiple medications; and better access to health checks. This provides patients with faster access to clinical advice and allows GPs to spend time with those who have more complex needs.

Minor injury units:

Minor Injuries Units (MIUs): diagnosis and treatment on your doorstep for when it's #NotAnEmergency

The different choices for care may seem confusing, with many people not knowing when to go to their pharmacist, make an appointment with their GP, or when to walk in to the Minor Injuries Unit, Urgent Treatment Centre or even an A&E department. But, there is help on hand...

- Online support available at NHS Choices website www.nhs.uk
- For telephone support call NHS 111 (dial 111)
- For the Emergency Dental Line call **0845 2712040**
- Walk-in services available at Caterham Minor Injuries Unit (Caterham Dene Hospital) 9am – 8pm 7 days a week (over 18s only), Urgent Treatment Centre (Crawley Hospital) 24/7, East Grinstead Minor Injury Unit (Queen Victoria Hospital) 8am-7:30pm daily. GP Hub Parkway (Parkway Health Centre) Monday to Friday 8am – 8pm 7 days a week. GP Hub Purley (Purley War Memorial Hospital) 8am to 8pm 7 days a week. Patients can walk in to any of these facilities – no referral or appointment is necessary.

Protect your children - protect the entire family - with the free flu vaccine for children

Children aged two, three and four, or in school years 1, 2 and 3, are all eligible for the flu vaccination on the NHS. The child-friendly nasal spray means children can avoid having an injection and instead have a quick, painless, squirt into each nostril.

Dr Elango Vijaykumar, CCG chair and local GP said: "Flu is highly contagious and even though a healthy child is unlikely to develop a serious illness they could pass on the virus to other members of the family such as siblings or grandparents who are more vulnerable.

"So if children are vaccinated against flu they will not only benefit directly by being protected themselves, they will also reduce the spread of flu and help protect our wider communities."

Flu can be a very unpleasant illness in children causing fever, stuffy nose dry cough, sore throat, aching muscles and joints and extreme tiredness. This can often last several days. Some children can get a very high fever, sometimes without the usual flu symptoms, and may need to go to hospital for treatment. Serious complications of flu include a painful ear infection, acute bronchitis and pneumonia.

Children aged two to four years old can visit their GP for the nasal spray vaccination; while school nurses will be running clinics for children in years one, two and three. Children of all ages with a health condition that

puts them at greater risk of flu are also eligible for the flu vaccine.

It is important to get children vaccinated even if they had the flu vaccination last year. The flu vaccine provides protection against the strains of flu that are likely to circulate this year and which may be different from last year.

Dr Vijaykumar added: "By giving the flu vaccine to children we should be able to significantly reduce the number of serious cases of flu amongst children and other members of their family. So don't put it off; ask your GP or pharmacist about the free flu vaccine for your child today."



New NHS 111 and GP Out of Hours Service

Our engagement team have been out in force talking to people about a new combined NHS 111 and GP out-of-hours service.

NHS East Surrey CCG, in partnership with NHS North West Surrey, NHS Guildford and Waverley and NHS Surrey Downs CCGs, is in the early stages of planning what the new combined NHS 111 and GP Out-of-Hours service will look like.

To inform this work, we have been speaking to patients, the public and other stakeholders about how people currently use these services and what changes they would make if they were able, with the money available. Information gathered through the short survey, combined with clinical expertise and data, will be used to create a service specification which will then go out for tender.

The new service won't start until 2019, but this engagement with local people has also afforded us an opportunity to raise awareness about the NHS 111 service and to feed back any issues raised directly with our current providers. Thank you to those of you who took the time to share your views with us.

We are committed to providing services at a time that is convenient for you, so the GP Out-of-Hours service is provided when GP surgeries are closed from 6:30 pm to 8:00 am on weekdays, and all day at weekends and bank holidays. 111 is the non-emergency number for the NHS; a fast, easy and free way to speak to a highly trained adviser and healthcare professional 24 hours a day, 365 days a year.

To keep up to date with this project and other developments, you can join our Health Network. Contact Carol Rowley, Patient Experience Lead carol.rowley4@nhs.uk for details.

Patient views sought about prescribed medicines and other items

Share your views about a national consultation on 3,200 prescribed products which could otherwise be purchased over the counter.

While more people than ever before are calling on its services, our NHS is facing the biggest financial challenge it has known. Last year, 1.1 billion prescription items were dispensed in the community at a cost of £9.2 billion to the NHS.

All clinical commissioning groups (ccgs) in England have been asked to respond to a national consultation on future guidance for doctors and nurses who prescribe medicines. Often patients are receiving items which have been proven to be ineffective or in some cases dangerous, and /or have more effective, safer, cheaper alternatives.

To inform our response to this national work, we are asking local patients about their specific experiences and needs. We will combine this feedback with clinical expertise and local insight to respond to the national consultation. To have your say just visit:

www.surveymonkey.co.uk/r/nhsprescriptions

The survey closes on 20 September 2017.

Dr Patrick Kerr, NHS East Surrey CCG clinical lead for medicines management and local GP, said: "Our health and care services need to change and adapt in response to developments in medicines and technology as well as continuously increasing demand.

"It has never been more important that the NHS gets the greatest value from the money it spends. We need your views about how we face this challenge."

If you would like to contact us directly about this piece of work, or do the survey over the phone or in another format, please email carol.rowley4@nhs.net or telephone 01883 772817.

Contact Us

We would love to hear your views on the services we commission so please do get in touch in one of the following ways:

Email us carol.rowley4@eastsurreyccg.nhs.uk

Visit the Have Your Say pages of our website at www.eastsurreyccg.nhs.uk/Have-your-say

Write to our postal address at:

Patient Experience, NHS East Surrey CCG, Tandridge District Council Offices, 8 Station Road, Oxted, RH8 0BT



You can even join the conversation and share your thoughts and experiences direct with us at

Twitter: **@EastSurreyCCG**

Facebook: **facebook.com/NHSEastSurreyCCG**

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