

Annual review meets Big Chat 7

#CCGBigChat



Welcome

Dr Rob Caudwell

Chair

NHS Southport and Formby CCG

@NHSSFCCG

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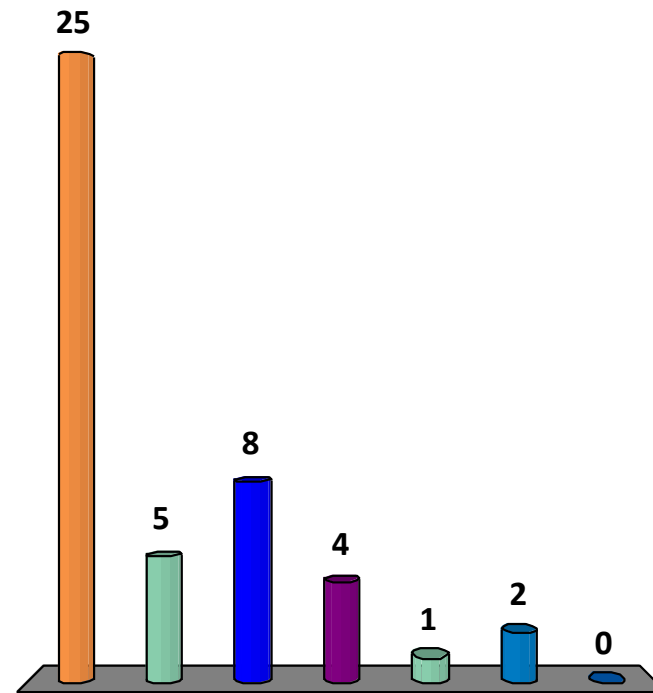
What we will cover today

- **Our year, 2015 - 2016**
- **Shaping Sefton - facing the financial challenges ahead**
- **Medicines and prescribing - making changes and modernising practices**
Table discussions about three ideas for change
- **Your turn to balance the books**
Table discussions about managing the budget
- **Fingers on the buttons: how was the event for you?**
- **Q&A**
- **Close**



Q. How did you hear about today's Big Chat?

1. Letter/email
2. Newspaper article
3. Word of mouth
4. Southport and Formby CCG website
5. Other website
6. Social media – Twitter/Facebook
7. Poster



Our year...

Take a look at the displays round the room:

- Highlights of our work and achievements in 2015-2016
- Breakdown of how we spent the money we are allocated by the government to commission health services
- Examples of how we involved you in our work

Pick up a copy of our annual report and accounts



Our year...

Some of our achievements

- Increase in the number of out of hours GP appointments
- Improvements to end of life care
- Champions of Alzheimer's Society 'Dementia Friends' campaign and member of Sefton Dementia Alliance
- Received several national awards for our work
- Launched a new look website and joined Twitter



Our year...

How we involved you

- Community services review – we asked about your experiences and how these services could be improved
- Involving young people - we are working with Sefton Young Advisors to develop our work in this area
- Community dermatology services – we asked patients about the service and how it could be developed
- Working Voice - we worked with partners to actively involve more working age residents in what we do



Our year...

Our finances

- We met all our statutory financial duties in 2015/16
- We did this despite increased demand on continuing healthcare, hospital care, care from other providers and prescribing
- We continued to review our spend to meet the continuing financial challenges



Our year...

How we performed

Area	Rating
Well led organisation	Requires Improvement
Delegated functions	Good
Finance	Inadequate
Performance	Requires Improvement
Planning	Inadequate

**Today, we will focus on what this means for us all in
Southport and Formby**



Shaping Sefton

Facing the financial challenges ahead

Fiona Taylor

Chief officer

NHS Southport and Formby CCG

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What are the challenges?

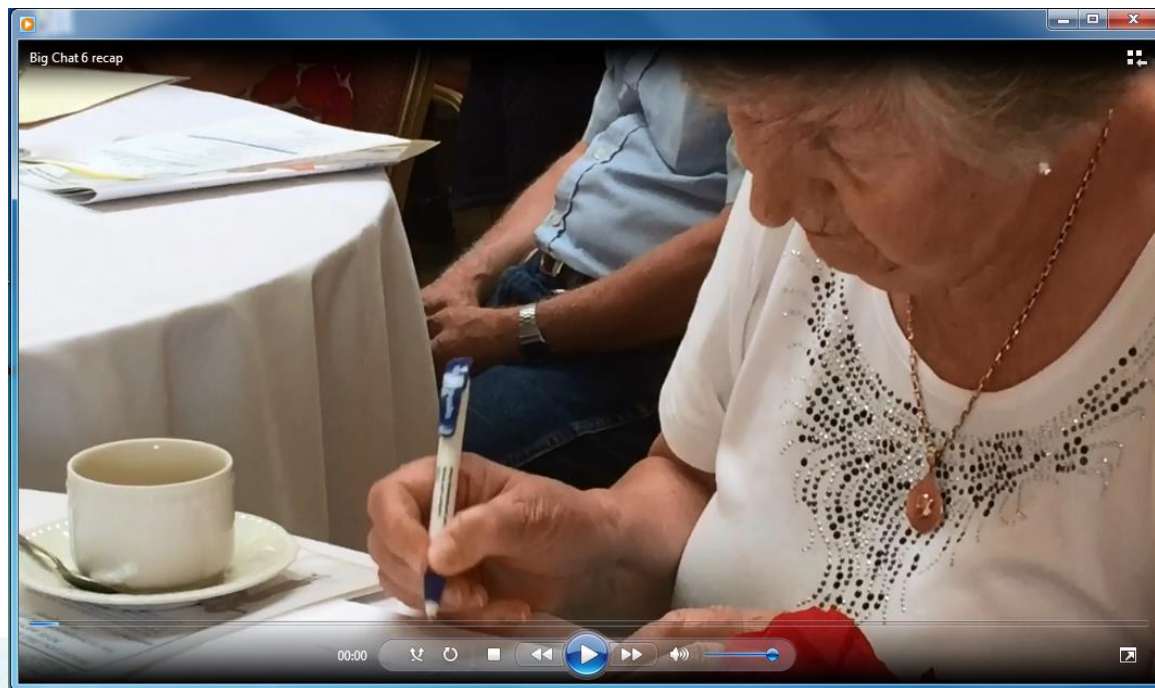
- £1.85 billion shortfall across the NHS in 2015-2016
- Threefold increase on the previous year

Highest aggregated deficit in the history of the NHS



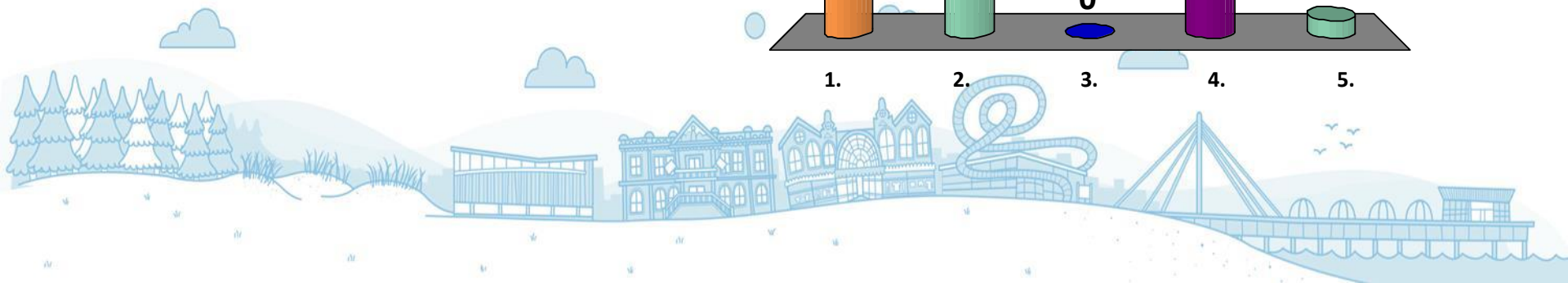
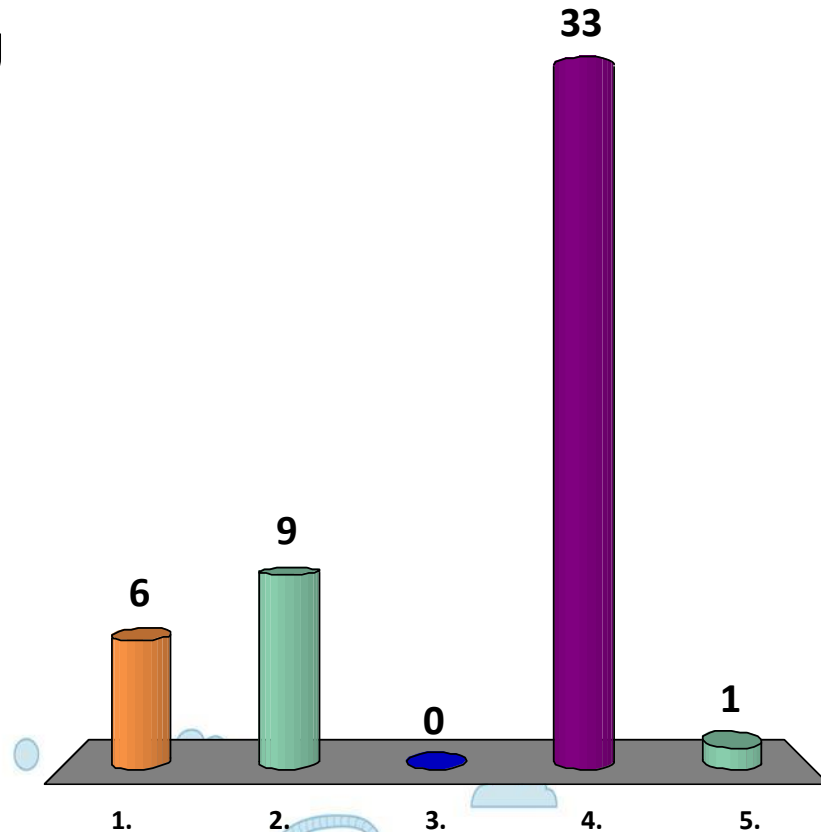
What are the challenges?

This is what people at our last Big Chat thought were the biggest challenges facing the NHS



Q. What do you think are the biggest challenges for your local NHS?

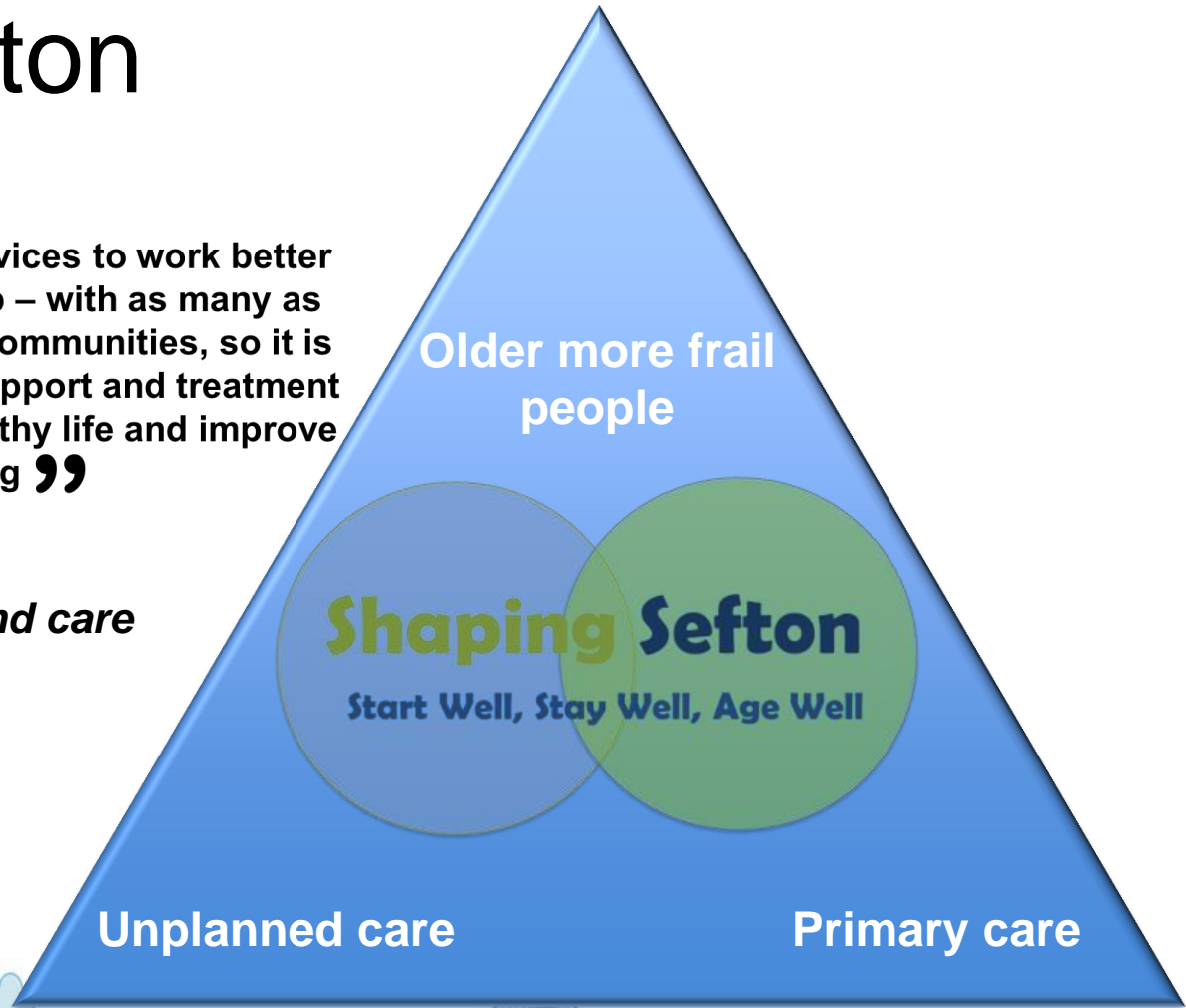
1. More and more people using health services
2. Maintaining a high quality of healthcare
3. Saving money
4. All of the above
5. None of the above



Shaping Sefton

“We want all health and care services to work better together – to be more joined up – with as many as possible provided in our local communities, so it is easier for you to get the right support and treatment first time, to help you live a healthy life and improve your wellbeing”

We call this:
community centred health and care



What are our challenges?

- At our last Big Chat we told you about some of our local challenges – more complex health needs of our residents, ageing population, greater demand for healthcare, higher costs of services, new financial duties

Our challenge – to maintain the quality of services and meet all these factors, with no real terms increase in funding from the government



What's happening elsewhere?

NHS group withdraws proposal to ban non-vital operations

10 August 2016 | Liverpool

Share

GP leaders slam 'unacceptable' plans to suspend referrals to cut costs

CCG to ration range of services in cost-cutting scheme

28 May 2015 | By Sally Nash

Share Print Save

Comments (8)

Obese patients 'surgery ban' in York to be reviewed

3 September 2016 | York & North Yorkshire | 1347

Share



What this means for us

- To meet our financial duties we need to save £12 million before the end of March 2017
- At our last Big Chat we told you about some of the things we are doing to meet this challenge
- Reviewing services and spend in five areas

In doing this we need to ensure services remain safe and we protect our most vulnerable residents



What this means for us

As well as saving money, some of the changes we are exploring also benefit patients.

1. Planned care

- Better management of hospitals referrals – so patients are not passed from pillar to post before getting the right care
- Making sure healthcare providers work to our existing commissioning policy, so patients benefit from only the most medically effective treatments



What this means for us

2. Urgent care

- Reviewing schemes to ensure they are effective in treating patients more appropriately closer to home, rather than hospital – like our telehealth project

3. Continuing health care and funded nursing care

- Extending personal health budgets – giving people more choice and control of their care



What this means for us

4. Discretionary spend

- Reviewing spend on all non core services to ensure they offer best care and value for money, including the day to day cost of running the business

5. Prescribing

- Reducing £2 million cost of wasted medicines
- Modernising prescribing practices so they safer and better meet the changed environment



What's the bottom line?

- 'Thinking the unthinkable' in the coming months
- Things can't continue as they are, with savings necessary to meet the cost of essential services
- Your views and involvement more important than ever

Today we'll explore some ideas about one area of work where we believe we can modernise systems and cut costs



Medicines and prescribing

Making savings and modernising practices

Susanne Lynch

Head of medicines management

NHS Southport and Formby CCG

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Medicines and prescribing

What we do

- ‘Medicines optimisation’
- This means we work to ensure a person centred approach to safe and effective medicines use with patients, care homes, GP practices and pharmacies

Put simply, we support patients in a number of ways to get the best possible outcomes from their medicines



Medicines and prescribing

- Things have changed greatly across medicines management in recent years
- Medical and technological advances, cost and availability of medicines and more chemists on the high street than ever before



Reducing medicines waste

- Wasted or unused medicines costs the NHS in Sefton around £2 million each year – equalling around 2½ double decker bus loads of pills and preparations
- This is just the medicines that are returned to chemists, so the real cost is likely to be much higher
- Once dispensed, your unused medicines cannot be reused, even if they are unopened



Reducing medicines waste

The cost of wasted and unused medicines is equal to:

- 79 more nurses OR
- 2,000 more drug treatment courses for Alzheimer's OR
- 132 more drug treatment courses for breast cancer OR
- 539 more hip replacements OR
- 2,081 more cataract operations



Medicines and prescribing

- We will tell you about three ideas that we are either thinking about introducing, or changing
- This will help save money by reducing medicines waste or modernising prescribing practices

We would like your views about these ideas we are piloting or considering to help us decide our next steps



Medicines and prescribing

1. Repeat prescription ordering pilot
2. Care at the Chemist
3. Gluten free foods

After hearing about each scheme you will be asked for your views about what you have heard



Repeat prescription ordering pilot

- We began piloting this new system on 1 Sept 2016
- Pharmacies are no longer able to order repeat prescriptions on behalf of patients at 19 participating GP practices
- We wrote to 47,000 patients across Sefton and spoke to patient groups ahead of the change
- As well as cutting the cost of wasted medicines, this system should be much safer for patients



Repeat prescription ordering pilot

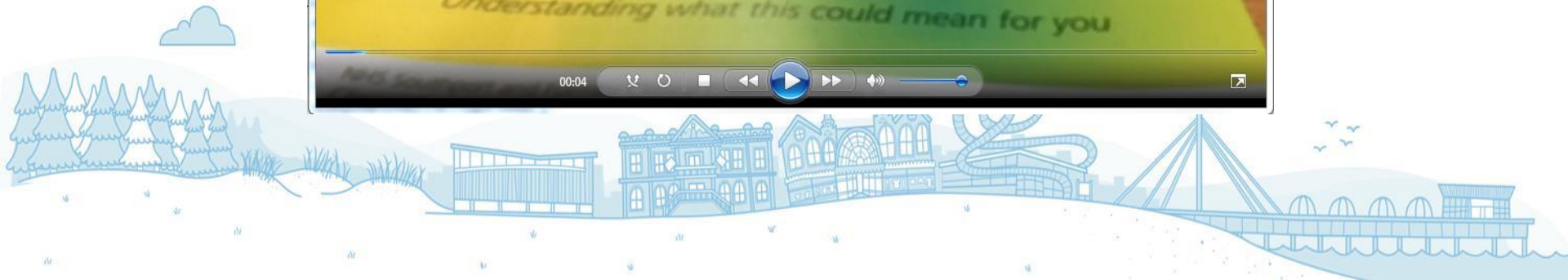
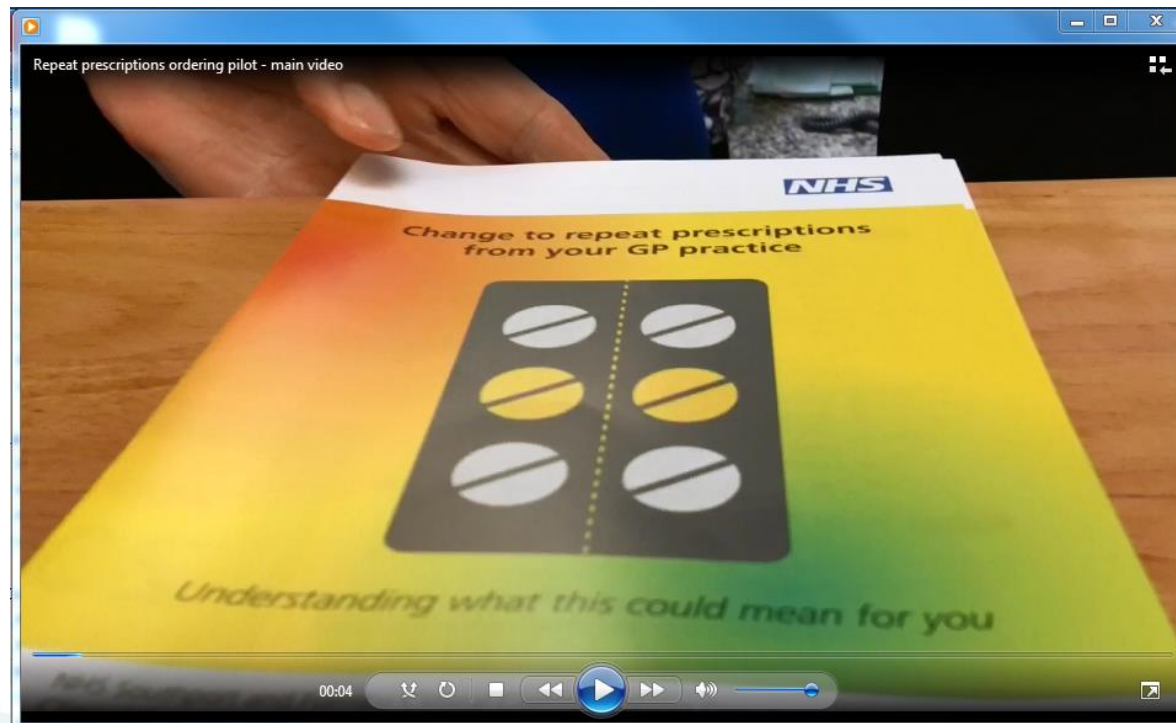
GP practices involved in Southport and Formby:

- Chapel Lane Surgery
- The Hollies Surgery
- The Village Surgery
- Freshfield Surgery
- Marshside Surgery
- Corner Surgery
- Ainsdale Village
- Trinity Practice
- Kew Surgery
- The Grange Surgery



Repeat prescription ordering pilot

Here is how it works



Repeat prescription ordering pilot

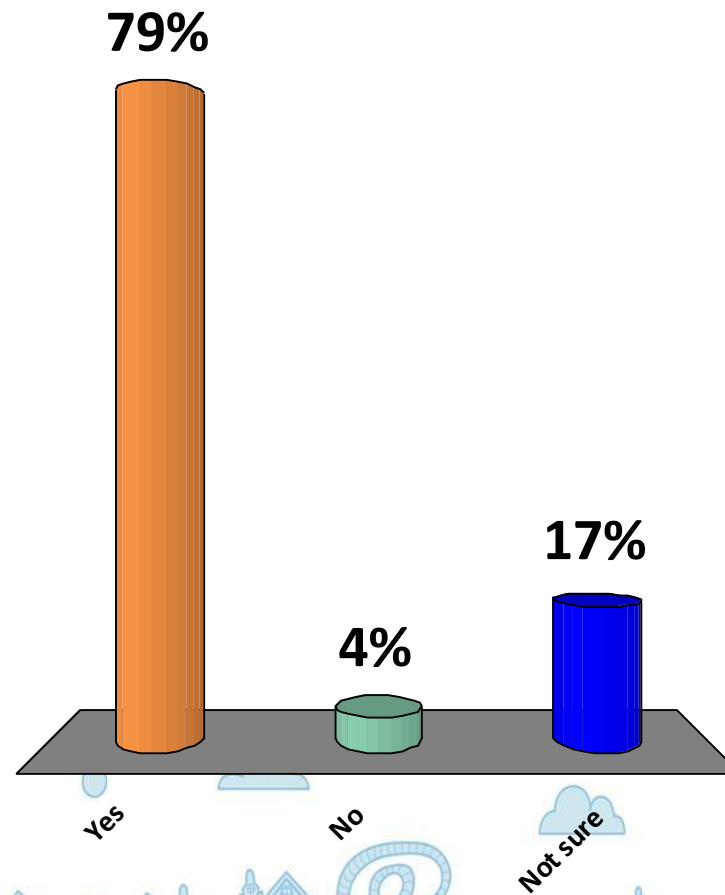
Over to you

1. What do you think?
2. Are you affected and what has been your experience so far?
3. Should this system be extended to patients at other GP practices?



Q. Following today's presentations and discussions, do you support the medicine re-ordering pilot?

1. Yes
2. No
3. Not sure



Care at the Chemist

- Scheme allows you to get treatment for minor illnesses and ailments at the chemist without the need to see your GP
- No cost for those eligible for free prescriptions
- From previous Big Chats and speaking with people at other events, we already know the service is valued



Care at the Chemist

- Currently available in majority of pharmacies in Sefton – so expensive to administer
- More than 9,500 consultations from April to July 2016
- Costs just over £196,000 per year



Care at the Chemist

- Paracetamol amongst items regularly prescribed – as little as 19p per pack from supermarkets
- 40% said they would have bought their medicines over the counter if they had not known about Care at the Chemist
- We need to review the scheme to ensure it is still effective in treating minor illnesses and ailments and supporting most vulnerable in line with expected need



Care at the Chemist

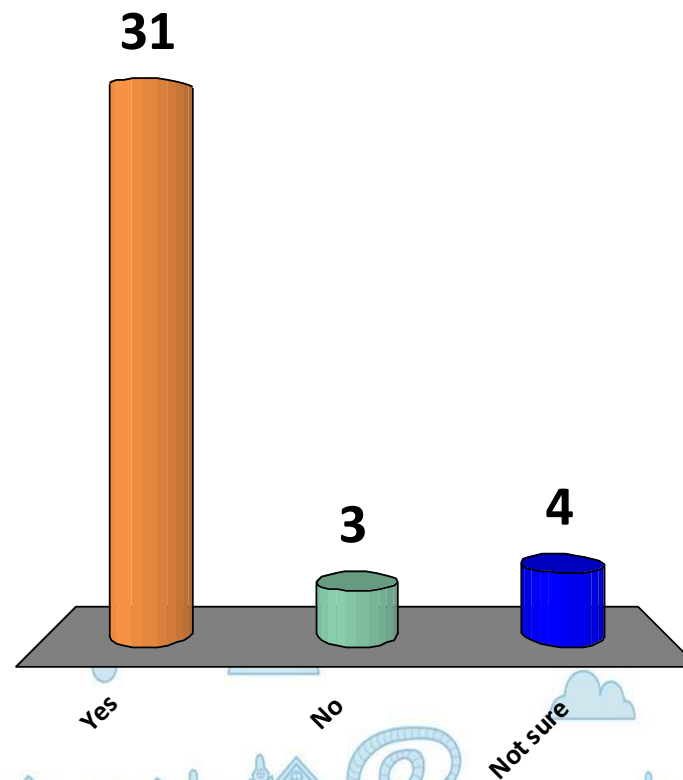
Over to you

1. What do we need to consider if we review Care at the Chemist?
2. How can we make sure the scheme more effectively treats minor illnesses and ailments?
3. Could it be offered in fewer local pharmacies ?



Q. Following what you have heard and discussed today, would you support a review of Care at the Chemist?

1. Yes
2. No
3. Not sure



Comfort break

10 minutes



Gluten free foods

- Things have changed since gluten free foods became available on prescription
- **Then** - buying gluten free was difficult because it was rare and extremely costly
- **Now** - gluten free products are widely available from most supermarkets
- **Now** - prices have greatly reduced



Gluten free foods

- A number of CCGs around the country have stopped or are looking if they should end gluten free prescriptions
- In Southport and Formby there are approximately 400 people with coeliac disease
- Not all of these are prescribed gluten free staples like bread and pasta
- This costs £70,000 per year in Southport and Formby



Gluten free foods

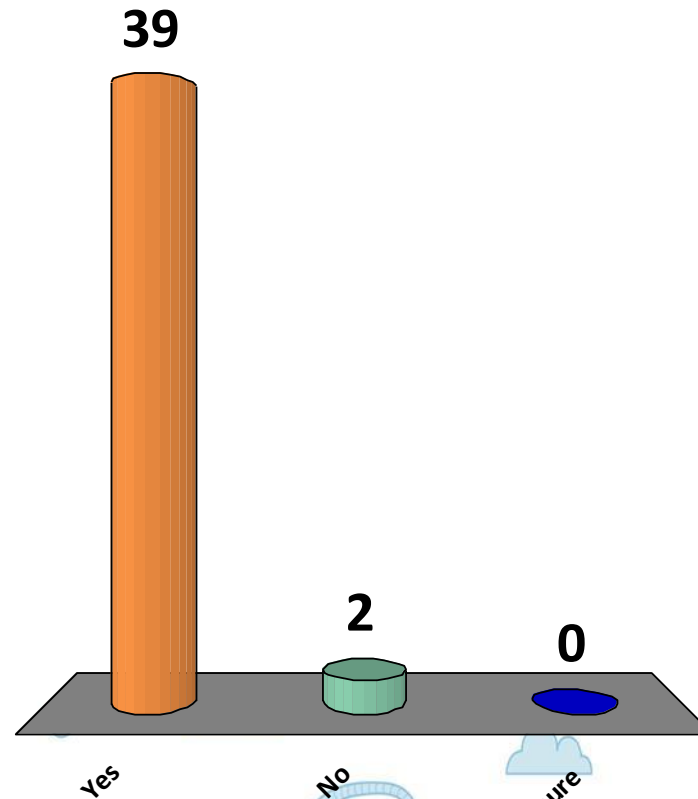
Over to you

1. What do you think?
2. Do you have experience of gluten free food prescriptions?
3. Should we consider ending prescriptions for gluten free foods?



Q. Following what you have heard and discussed today, would you support a review of the gluten free prescription service?

1. Yes
2. No
3. Not sure



Your turn to balance the books

Fiona Taylor

Chief officer

NHS Southport and Formby CCG



Recap on our challenge

What would you do if you were faced with:

- Increased cost of healthcare
- Rising demand for healthcare
- Changing population with more complex needs
- New financial duties
- No extra money for any of the above

And

- £15 million of savings to balance the books and maintain essential services?



Your turn to balance the books

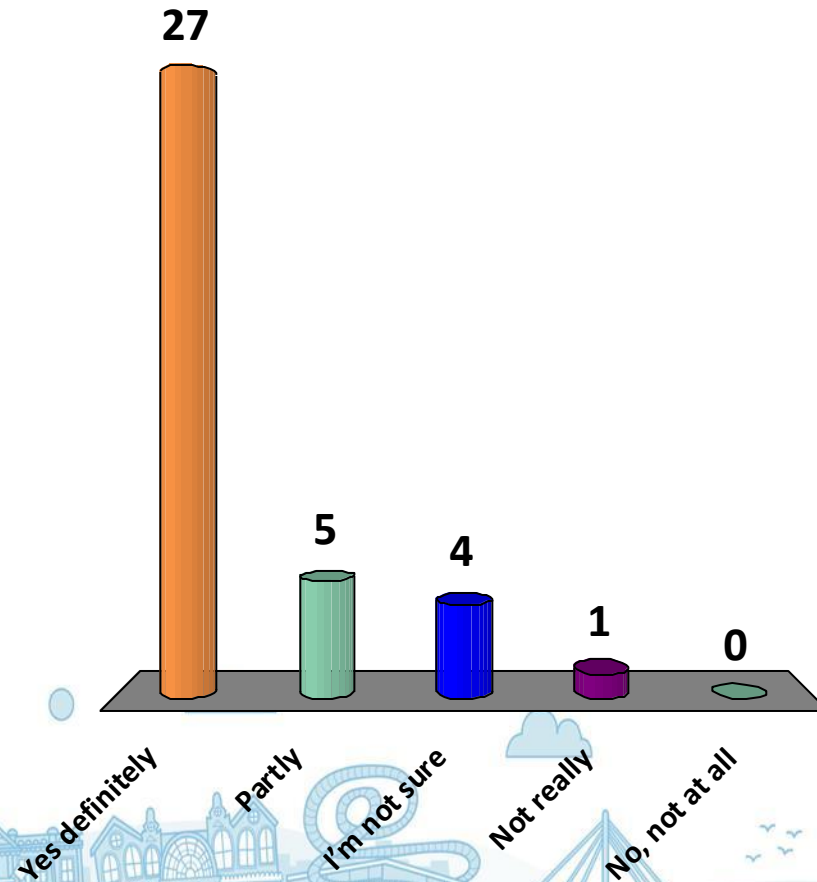
On your tables discuss:

1. What factors should the CCG consider when making difficult financial decisions?
2. Are there services that the CCG should no longer fund?
3. Are there services that could be more efficient that the CCG should review?



Q. So that the CCG can continue to maintain essential services and balance its books, do you support the CCG's approach to reviewing local health services?

1. Yes definitely
2. Partly
3. I'm not sure
4. Not really
5. No, not at all



Questions and Answers

15 minutes



Fingers on the button: how was the event for you?

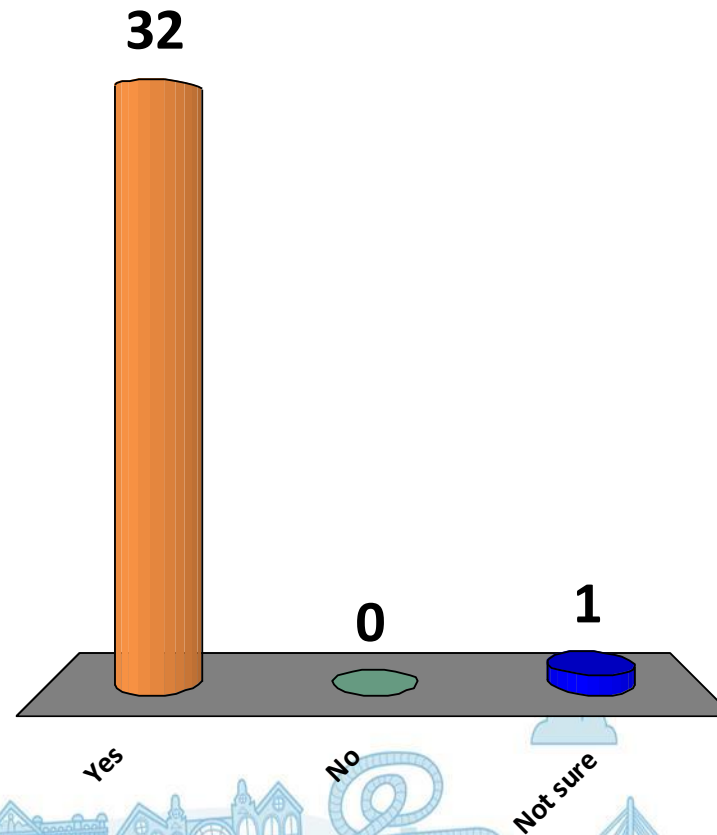
Fiona Taylor

Chief officer, NHS Southport and Formby CCG



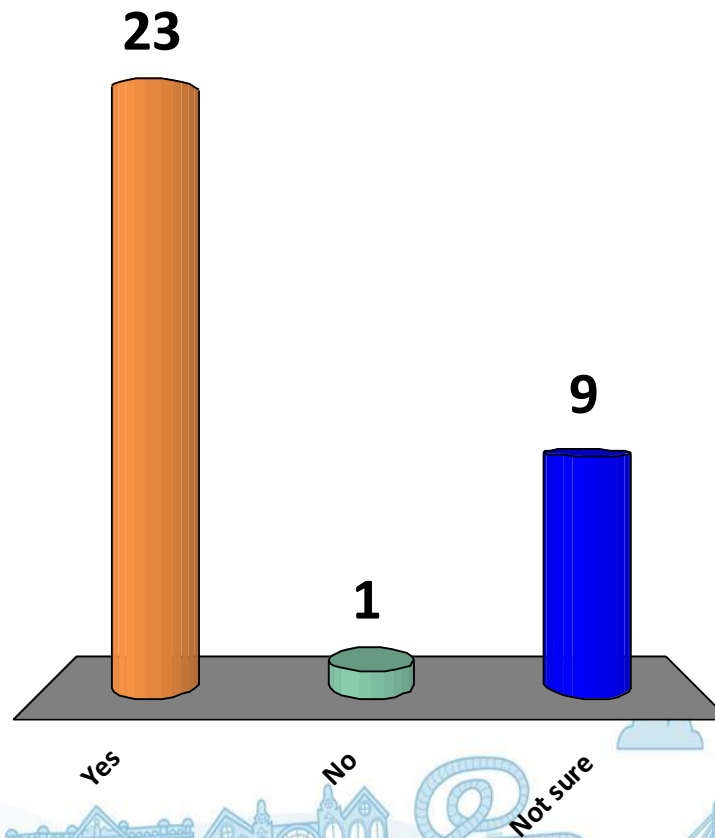
Q. During the session today did you feel that you had the opportunity to have your views heard?

1. Yes
2. No
3. Not sure



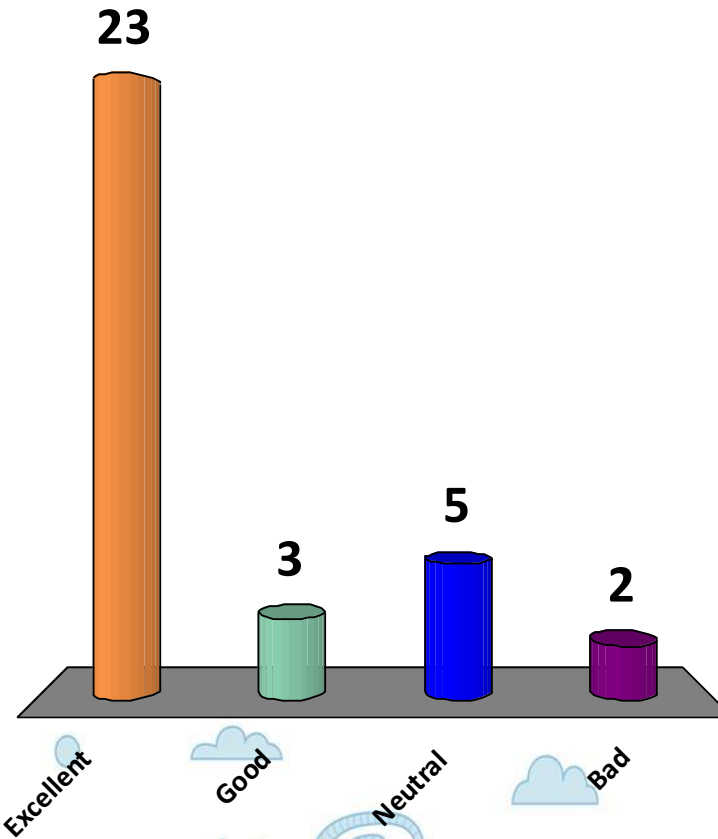
Q. Do you feel confident that your input today will be used to shape your NHS and make it more cost effective?

- A. Yes
- B. No
- C. Not sure



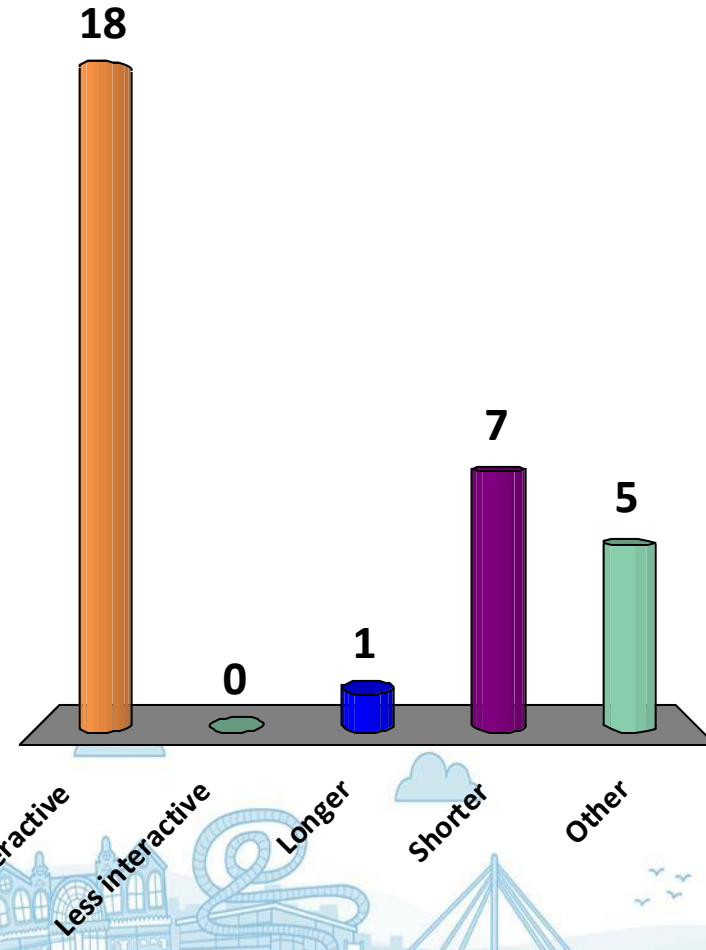
Q. How would you rate the choice and location of the venue for today's event?

1. Excellent
2. Good
3. Neutral
4. Bad



Q. Are there any improvements to the event that we could make for next time?

1. More interactive
2. Less interactive
3. Longer
4. Shorter
5. Other



Getting involved

- Fill in a 'keep in touch' form
- We will add your contact details to our database to keep you informed
- Details of this and all previous and future Big Chats also on our website:
www.southportandformby.ccg@nhs.uk
- Please let us know if you require this in other formats
- Call our PALS team on 0800 218 2333



Thank you

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