

Welcome to Big Chat 8

Holy Trinity Church, Formby
20 June 2017



Welcome

Dr Rob Caudwell

Chair

NHS Southport and Formby CCG

@NHSSFCCG

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What we will cover

- Shaping Sefton – strategic update
- How we have used views from earlier Big Chats:
 - Community services –our new provider, Lancashire Care
 - Medicines and prescribing - schemes to save and improve quality
- Primary care – update on Freshfield Surgery
- Commissioning policy review
- How other CCGs are balancing the books
- Fingers on the buttons
- Q & A surgery



Shaping Sefton – strategic update

Fiona Taylor
Chief officer
NHS Southport and Formby CCG

@NHSSFCCG

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What is Shaping Sefton?

- Our vision – community centred health and care
- Services working better together, provided closer to home, more flexible and responsive to people's needs
- Vision informed by views from earlier Big Chats and other conversations with residents and partners
- Our focus - transforming services so they are more effective, efficient and sustainable into the future



Our partners in Shaping Sefton

- Working collectively across health and social care in North Mersey on system wide change, when it offers benefits for our patients
- As a CCG we are able to remain locally focused on the health needs of Southport and Formby residents



Our challenges

- NHS finances – rising costs, rising demand for services, additional duties, no real terms increase in budgets
- Changing and transforming services to ensure sustainability of our local NHS into the future
- Difficult choices ahead – your views remain important as ever as we work to understand what this means for local NHS services



Your views count

- You will hear examples of where we've used your feedback to shape our schemes and services – like our community services and prescribing initiatives
- We will update you on forthcoming programmes that have been, or will be informed by your views
- And, we will ask for your thoughts about some of the difficult choices being considered in other CCG areas, and your ideas of what else we could do



Community services

- We begin our update on how your views are informing our work with a look at community services
- We look back at our recent re-procurement of these services, and
- We welcome our new provider from 1 May 2017 – Lancashire Care NHS Foundation Trust



What are community services?

- Includes blood testing, community matrons, district nurses, therapies, leg and foot care
- With GP practices, central to achieving Shaping Sefton vision – community centred health and care
- Regularly reviewed to ensure ongoing quality and ahead of re-procuring these services



Community services review

- Review included public engagement exercise – discussions at earlier Big Chat, survey, attending events
- Lancashire Care NHS Foundation Trust named new provider in our re-procurement process, which was informed by the review
- You'll hear next how Lancashire Care is responding to our Shaping Sefton vision for community centred health and care



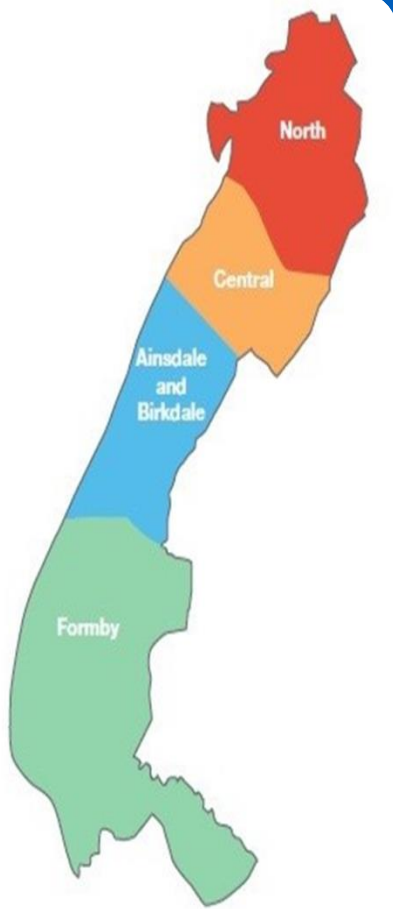


Lancashire Care
NHS Foundation Trust

**Your new Community Services
provider:**

NHS Lancashire Care Foundation Trust

**Louise Giles
Head of Service Development**



Excellence

Accountability

Respect

Teamwork

Integrity

Compassion

Welcome to Lancashire Care



Lancashire Care
NHS Foundation Trust



Our Values and our Culture



Lancashire Care
NHS Foundation Trust



Accountability



Integrity



Compassion



Teamwork



Respect



Excellence



Supporting Health and Wellbeing

Our Executive team



Lancashire Care
NHS Foundation Trust

Executive Directors



DAVID EVA
CHAIR
Chair of Board of Directors and Council of Governors



PROFESSOR HEATHER TIERNEY-MOORE
CHIEF EXECUTIVE
Leadership role, ultimate responsibility for all day to day management decisions, corporate governance and for implementing the Trust's strategic plan.



BILL GREGORY
CHIEF FINANCE OFFICER
Business Development
Transformation
Strategy & Business Planning
Contracts
Property Services
Finance
Information Technology
Risks and Data Protection
Health Informatics
Information Governance



DEE ROACH
DIRECTOR OF LEARNING AND QUALITY
Risk Management
Quality Governance
Mental Health Legislation
Quality Academy
Health & Safety and Emergency Planning
Patient Safety & Experience
Professional Leadership and Standards
Non Medical
Quality
Self-referral



PROFESSOR MAX MARSHALL
MEDICAL DIRECTOR
Clinical Governance
Clinical Audit
Medical and Dental Leadership and Standards
Pharmacy
Public Health
Research and Development



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CHIEF OPERATING OFFICER
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• Inpatient Transition
• Delivering the Strategy
• Transforming Care EOX
• Out of Hospital Care
Communication and Engagement
Performance



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DIRECTOR OF HUMAN RESOURCES
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Workforce Information
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EVEE WINTERSON
DIRECTOR OF STRATEGIC PARTNERSHIPS AND ENGAGEMENT
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Member of Quality Committee and Finance & Performance Committee



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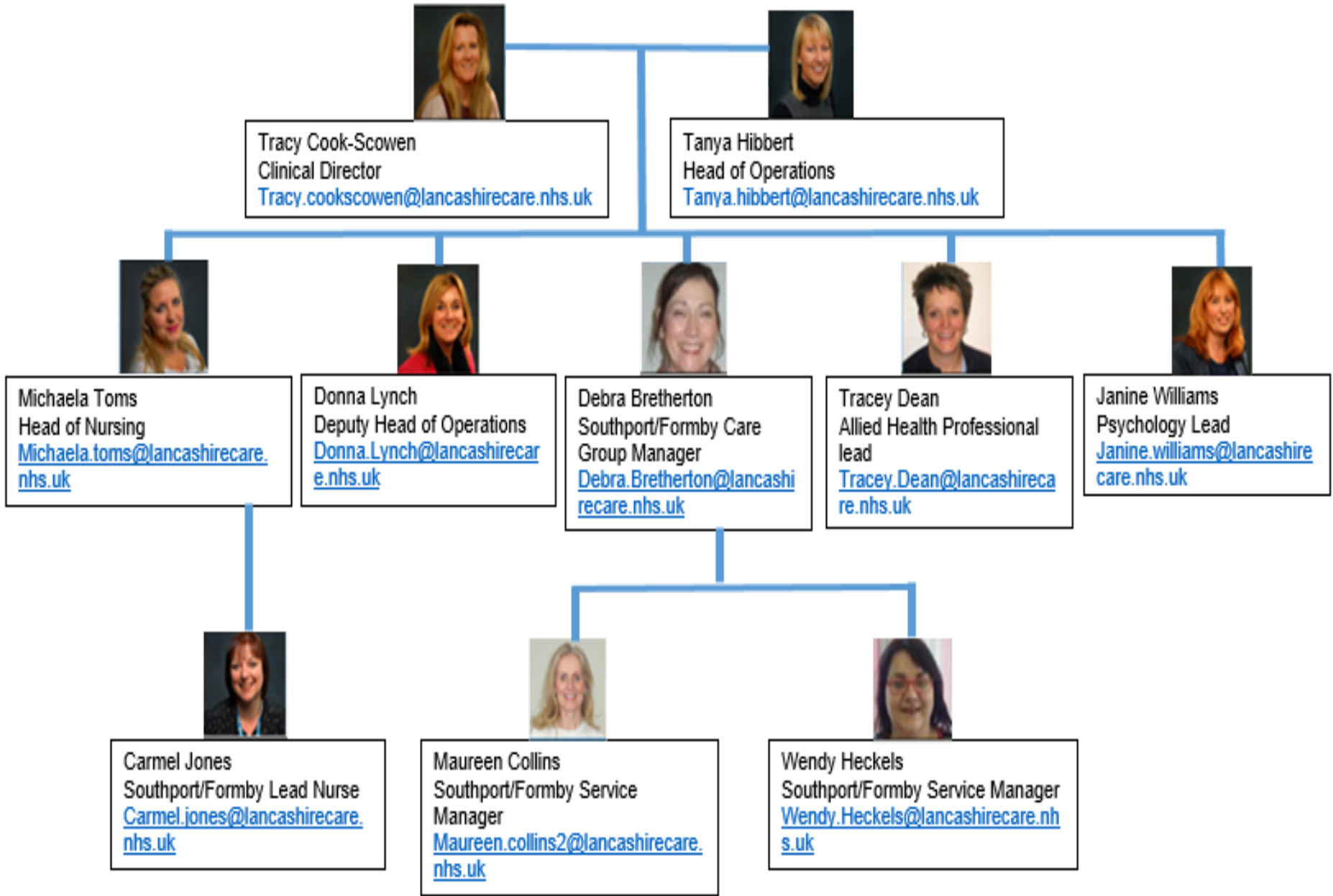


ISLA WILSON
Member of Audit Committee and Quality Committee



JULIA POSSNER
Member of Audit Committee and Quality Committee

Our Community and Wellbeing network team



Our priorities and our focus

- Accessibility
- Providing care closer to home
- Reducing waiting times
- Information for patients to be readily available
- Reduced duplication & patients to only tell their story once.
- Integration



together with you

How we listen to patients and what action we will take

- We used the feedback from the CCG's Community Services engagement exercise to help us think about how we develop our services
- Utilise the 'Friends and Family test'; a vehicle for continuous improvement, listening to our patients and ensuring that you receive the best possible care.
- Patient involvement in the service redesign
- Patient listening events
- Working with voluntary & faith and community sector



What we have heard from patients so far

The Trust will has been working in partnership with the Sefton Healthwatch, GP Practices and the CCG's Engagement and Patient Experience Group to support listening to patients in the locality.

So far patients have told us that:

- They are struggling to get appointments for specific services.
- That they are unable, or find it very difficult to contact services and make appointments.
- That waiting times for services are too long.

What can patients expect from us as a Trust?

- The Trust will be working with Healthwatch Sefton locality engagement officers to support the capturing of patients experience and identify key themes that need to be improved upon.
- The Trusts Quality and Governance team will be working with GP Practices and LCFT Community teams to identify how we can improve community service delivery.
- The Trusts Quality and Governance team will be feeding back on our Community services Friends and Family test results on a Quarterly basis at the CCG Engagement and Patient Experience Group.

What can patients expect from us as a Trust?

- The Trust relationship manager will be working with GP Practices to attend Patient participation groups so that we can listen to patient stories regularly and make sure we are picking up any issues.
- To give the public the opportunity to register as a public member of the Trust so can receive regular updates.
- We will be arranging patient listening events so that we can hear direct feedback from patients, there and then.



Any questions?



Medicines and prescribing

Dr Rob Caudwell

Chair

NHS Southport and Formby CCG

Jan Leonard

Chief commissioning and redesign officer

NHS Southport and Formby CCG

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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
- Safety issues associated with medicines waste



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



Your views from last Big Chat

In September 2016, we talked about three ideas we'd introduced, were thinking about introducing, or changing:

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

Your views helped us decide whether to develop these ideas further.



Repeat prescription ordering pilot

- Pilot of this new ordering system began on 1 Sept 2016 in 19 practices in Sefton
- As well as cutting the cost of wasted medicines, this system should be much safer for patients
- Pharmacies are no longer able to order repeat prescriptions on behalf of patients



Repeat prescription ordering pilot

- **YOU SAID:** 79% of you supported the pilot as an important way of reducing medicines waste and improving medicines safety
- **WE DID:** by 11 July 2017, all GP practices in Sefton will be supporting patients to order their medicines in this way



Repeat prescription ordering pilot – 'you said, we did'

- **YOU SAID:** you thought it was important for the impact of the pilot to be closely monitored
- **WE DID:** we have monitored the pilot which has significantly reduced medicines waste and saved £400,000 across Sefton
- **FURTHER WORK:** we are continuing to involve patients, GP practices and chemists in the monitoring and evaluation of the scheme and will have a summary report to share at the next Big Chat in September



Repeat prescription ordering pilot – ‘you said, we did’

- **YOU SAID:** you thought this new way of ordering may impact negatively on vulnerable patients
- **WE DID:** we have been working with GP practices and talking to vulnerable patients to put support in place at all stage of the scheme
- **FURTHER WORK:** ensuring vulnerable patients continue to receive the support they need, and we are carrying out further monitoring, with the results to be shared at our next Big Chat



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
- Was available in majority of pharmacies in Sefton – so expensive to administer
- Cost just under £200,000 per year
- We needed to review the scheme to ensure it was still effective in treating minor illnesses and ailments and in supporting those who needed it most



Care at the Chemist – ‘you said, we did’

- **YOU SAID:** whilst you valued the scheme, 100% of people at the Big Chat agreed it should be reviewed to make it more cost effective and eliminate waste
- **WE DID:** we undertook a review and the scheme is now offered in fewer chemists but is still available to those that need to access it. To date, this has generated some significant savings



Gluten free foods

- In Southport and Formby there are around 400 people with coeliac disease who are prescribed gluten free foods
- This costs £70,000 per year in Southport and Formby
- Compared to 10 years ago, gluten free foods are readily available and prices have greatly reduced
- We were considering ending prescriptions for gluten free foods



Gluten free foods – ‘you said, we did’

YOU SAID:

- 95% of people were in favour of reviewing the prescribing of gluten free foods
- As part of the review, you said we should speak to people with coeliac patients and their families
- You had some concerns about patients and families in receipt of free prescriptions who might not be able to afford to buy gluten free foods



Gluten free foods – ‘you said, we did’

WE DID:

- Since then, NHS England has decided to undertake a national review of the prescribing of gluten free foods
- We have shared your feedback with NHS England which will be included as part of the review
- The consultation is open till 22 June 2017 and individuals are encouraged to share their views by completing the online survey: www.gov.uk
- Once the review is complete, we will be guided by the recommendations and inform you of the outcomes



Generic medicines

- Generic medicines offer the same quality and performance as branded medicines but are much cheaper to prescribe
- Every medicine has a generic and brand name, the generic name is the name of the active ingredient
- Patients should not notice any difference if they change from a branded to generic medicine
- If we move to prescribing more generic medicines, we will save £270,000 across Sefton which can be used to fund other health services



Generic medicines

- We are reminding healthcare professionals and patients about generic medicines and the benefits
- We are talking to patients about switching to generic medicines, when appropriate to do so
- We are also talking to GPs about prescribing generic medicines rather than their branded equivalents
- Some patients will receive a letter about this and further information, including patient leaflets will be available in GP practices



Generic medicines

Over to you

1. Is it reasonable to ask a patient to try out a generic medication instead of the branded equivalent?
2. What might be the barriers to a patient trying a generic medicine?
3. Are there any other changes to the way your medicines are managed and prescribed that we should consider?



Primary care

Jan Leonard

Chief

NHS Southport and Formby CCG

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Primary medical services

- Central to Shaping Sefton vision of ‘community centred health and care’
- Challenges – resources, estates and workforce
- Future - services remain effective, affordable and sustainable
- Whilst NHS England holds the contracts, we work with them to ensure quality, sustainable care for the future



Freshfield Surgery

- Service reviewed ahead of contract expiring
- Six week NHS England led 'listening exercise' - registered patients asked for views about the future delivery of services feeding into review
- Feedback – small less than 6% of patients
- Key themes - valued service, locally delivered, concerns over parking
- Outcome - based on feedback and review including independent assessments of transport and the practice premises - to go to the market to find a new provider, process to begin later in summer
- Update you at next Big Chat in September



Commissioning policy review

Jan Leonard

Chief

NHS Southport and Formby CCG

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What is happening?

- Reviewing around 100 policies – ‘procedures of lower clinical priority’ – that make up our commissioning policy
- PLCP – limited effectiveness, or limited evidence about their effectiveness
- Regularly reviewed - ensuring they meet the latest medical evidence about what work and what does not
- Ensures we spend our valuable NHS resources as wisely and effectively as possible



What does this mean for patients?

- Changes to 18 out of initial 36 policies reviewed – based on latest medical evidence
- These relate to range of conditions including cosmetic scar and hair removal
- Case by case assessment where treatment remains effective – called ‘individual funding request’



How we will gain people's views

- Working with seven other CCGs to carry out this review
- Midlands and Lancashire Commissioning Support Unit inviting people's views on our behalf
- Views sought on changes from 10 July for 12 weeks
- Groups and individuals with specific interest targeted



How you can get involved

- Pick up a leaflet and complete a survey today
- Visit our website for more information
- www.southportandformbyccg.nhs.uk
- Call 0800 218 2333



Your ideas for balancing the books

Martin McDowell

Chief finance officer / Deputy chief officer

NHS Southport and Formby CCG

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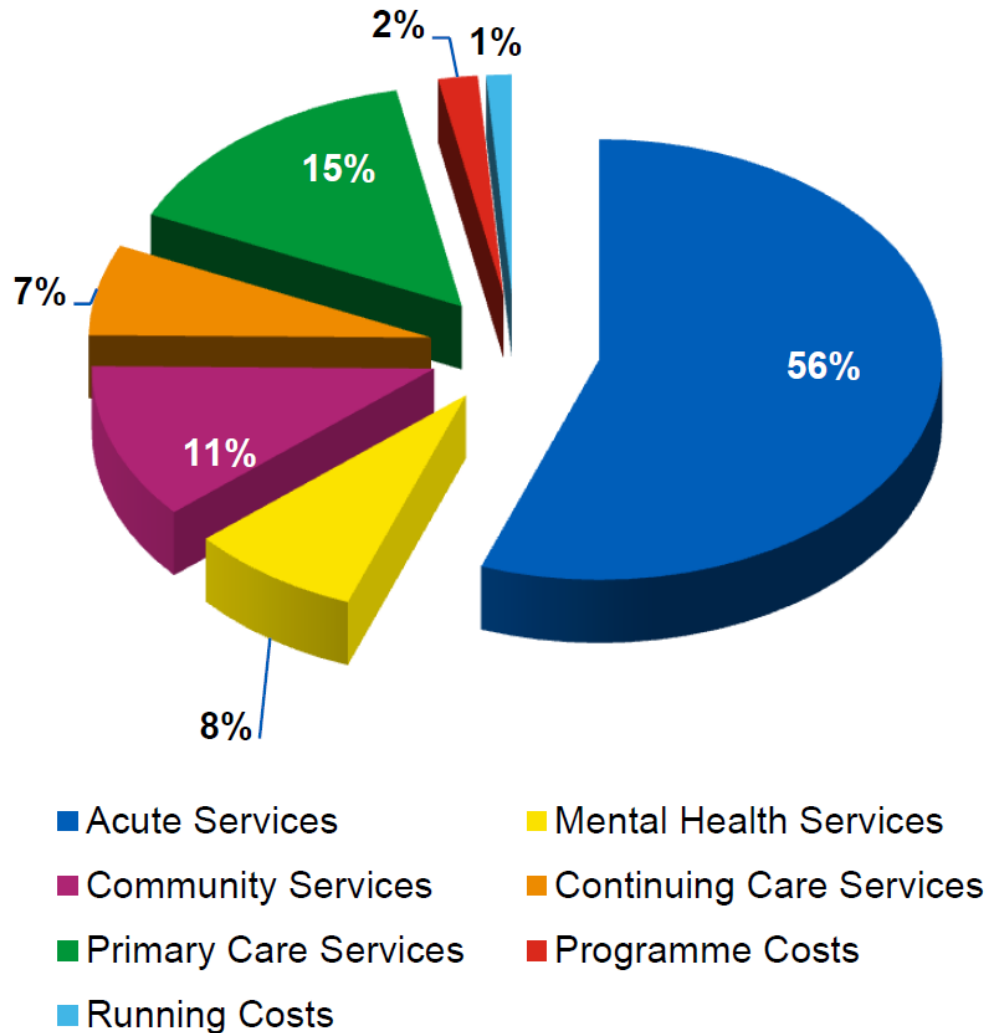


Where we are now

- Good progress against our savings target last year (just under £7m of a target of around £12m)
- Earlier examples – medicines management schemes and commissioning policy review – helping us to improve quality of services and make savings
- But – as NHS resources become even tighter – this is not enough



What we spend our money on



What we need to do in the year ahead

- £20 million savings challenge for this financial year
- Looking again at behind the scenes systems and process to make services more efficient and effective for patients
- Including some of the schemes you have heard about today - review of commissioning policy, prescribing schemes
- However – we need to consider even more difficult ideas and we need your help



Your ideas from Big Chat 7



What other CCGs are doing

CCG to ration range of services in cost-cutting scheme

28 May 2015 | By Sally Nash

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Obese patients 'surgery ban' in York to be reviewed

3 September 2016 | [York & North Yorkshire](#) | [1347](#)

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NHS group withdraws proposal to ban non-vital operations

10 August 2016 | [Liverpool](#)

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Looking beyond the headlines

- Capping the number of operations carried out by all providers to help ensure that we stay within budget set by NHS Central team
- Delaying some planned operations where clinically safe to do so – some areas where waits are currently lower than average
- Moving funding from some areas of hospital care, so more people can be treated at home or in the community



Over to you...

Should we consider some of the ideas being looked at by other CCGs, specifically:

- Delaying planned operations when safe to do so
- Moving funding from some areas of hospital care to treat patients at home or in the community
- If we were to look at introducing some of these ideas in Southport and Formby, what would we need to consider?



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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Q & A surgery

Members of the CCG are now available if you have any questions

