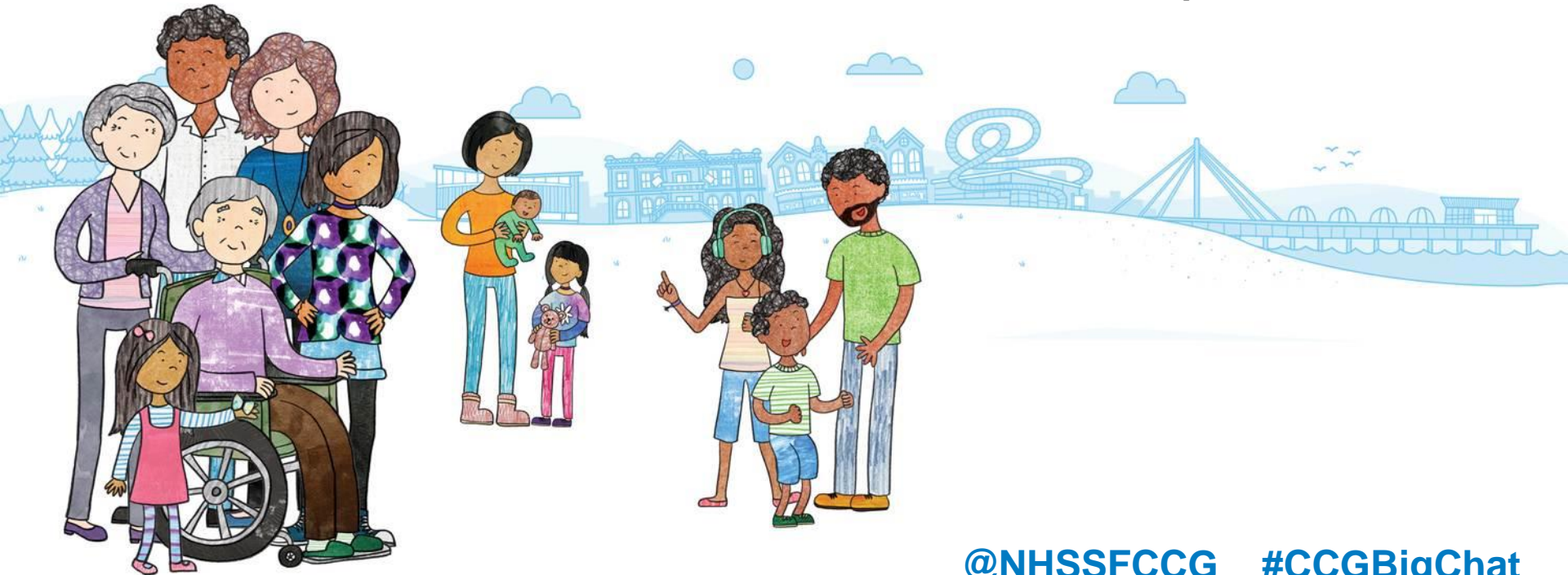


# Welcome to Big Chat 9 meets Annual Review

Lord Street West Church, Lord Street, Southport, PR8 2BH  
12 September 2017



# Welcome

Dr Rob Caudwell

Chair

NHS Southport and Formby CCG



# What we will cover

- Shaping Sefton and you
- Examine Your Options
- Over the counter medicines
- Prescribing – national consultation
- Your way to wellbeing
- Personal health budgets
- Involving you
- Close
- Q&A surgery



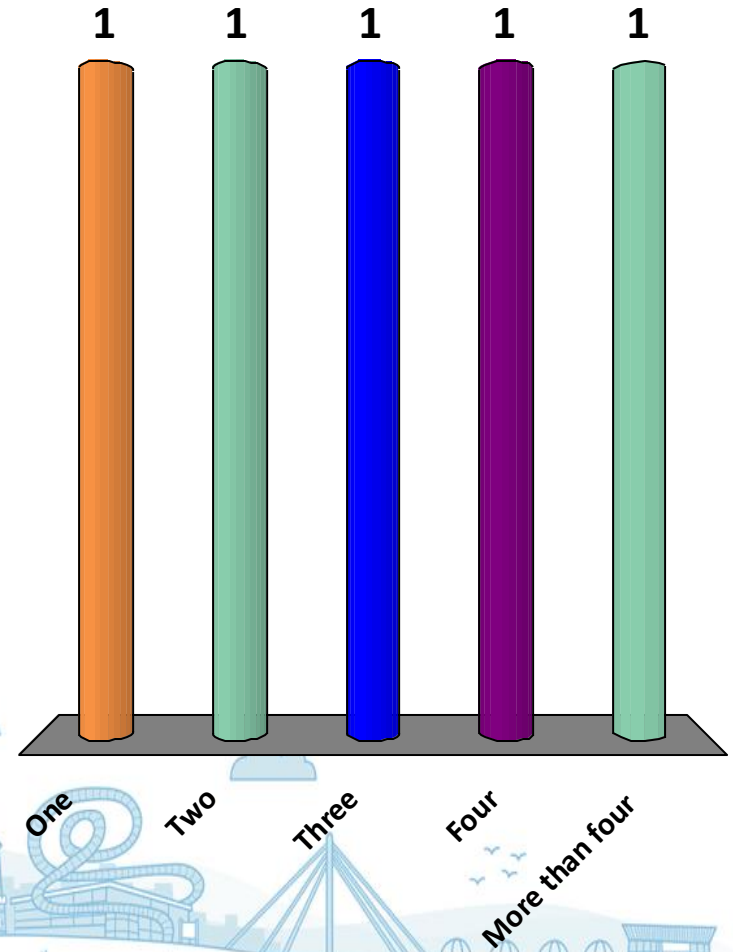
# Our year

- **Today's presentations and displays round the room cover:**
  - Highlights of our work and achievements in 2016-2017
  - 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**



## Q. How many Big Chat events have you been to?

1. One
2. Two
3. Three
4. Four
5. More than four

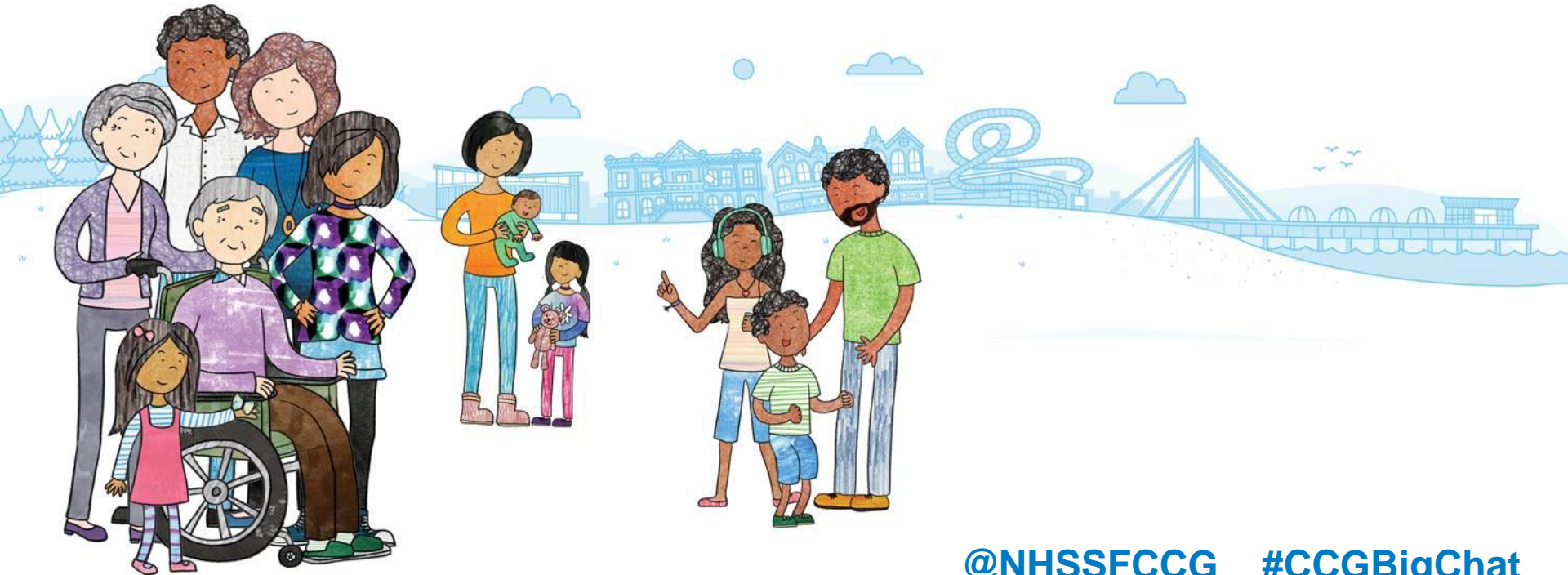


# Shaping Sefton and you

Fiona Taylor

Chief officer

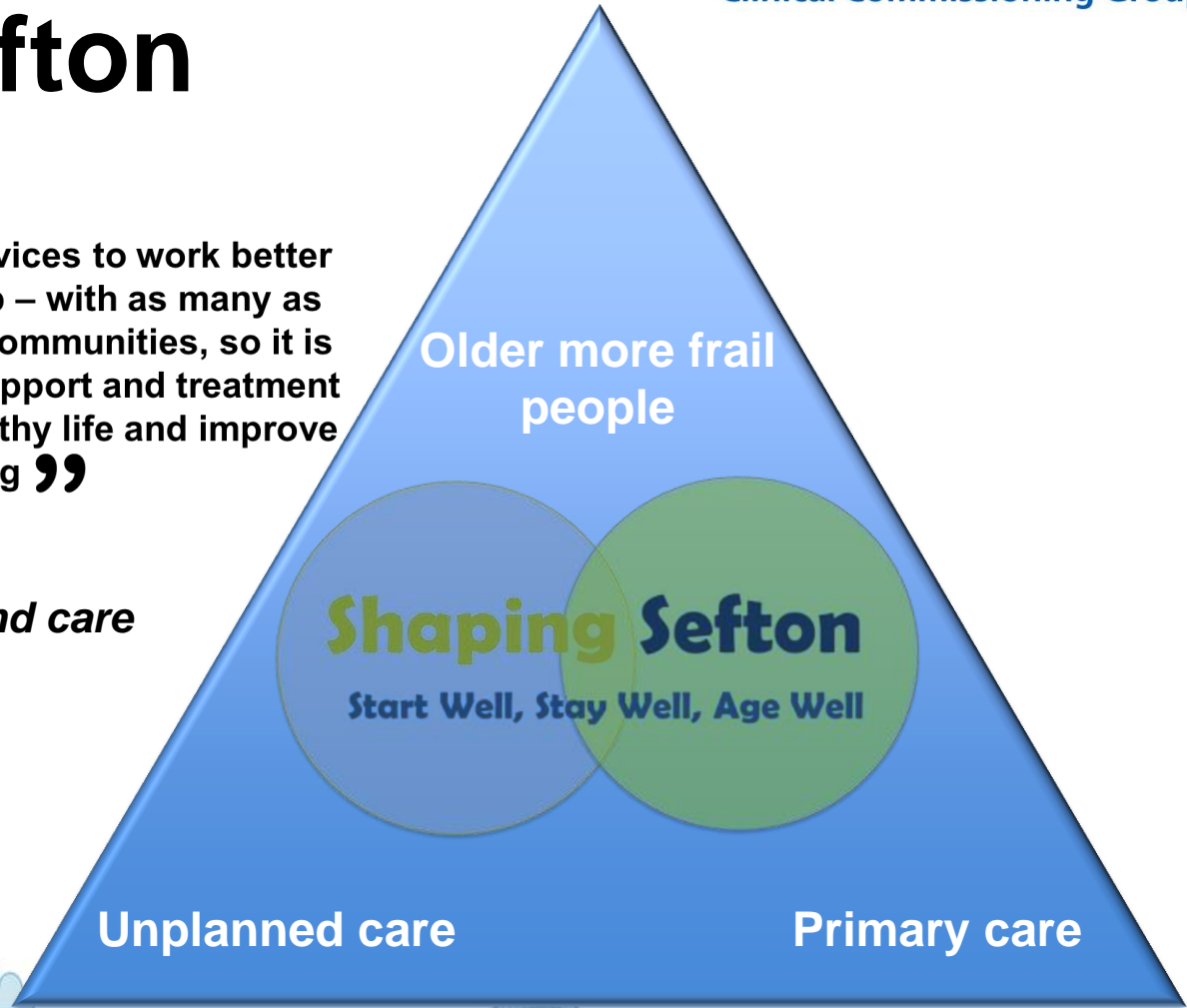
NHS Southport and Formby CCG



# 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 this looks like

Our vision  
5 year strategy

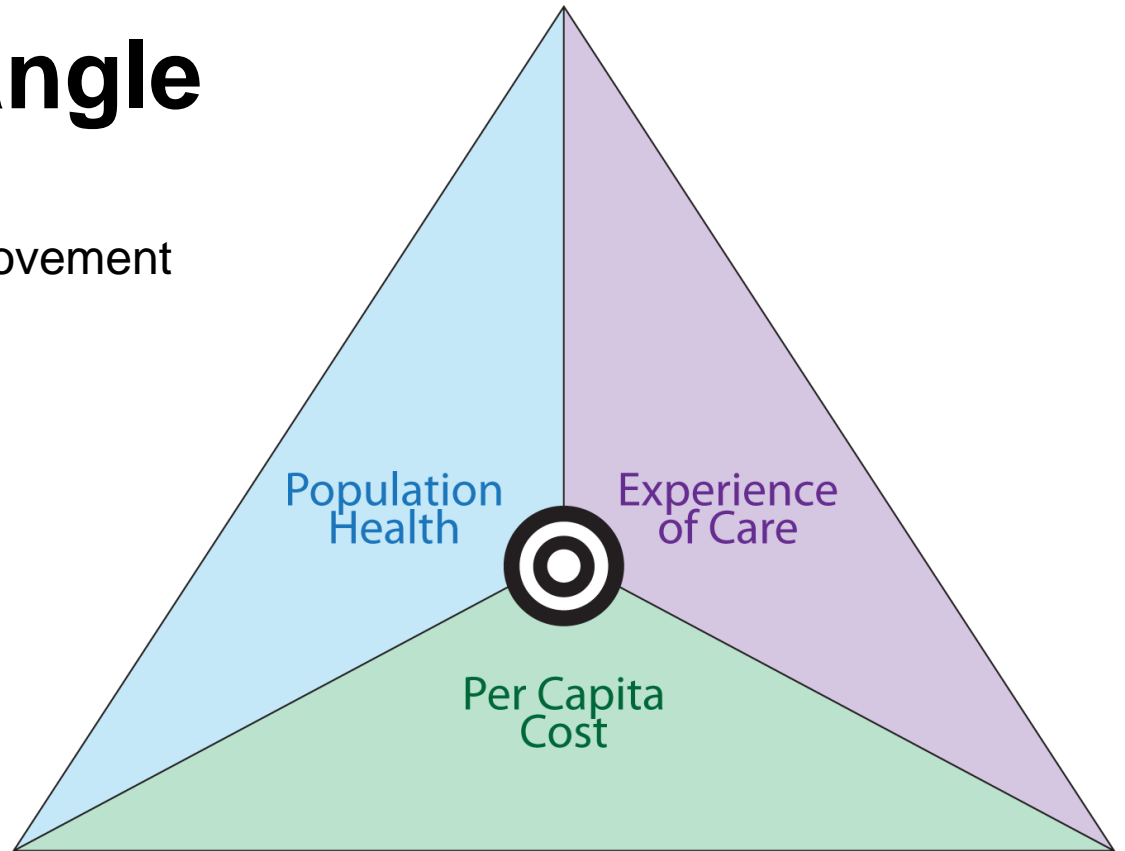
Shaping  
Sefton  
Community  
centred health  
and care





# Triple aim triangle

Institute for Healthcare Improvement



# Health & Wellbeing Indicators in Sefton 2016



## Key

Statistical significance compared to England average:

- Better
- Similar
- Worse

# Performance of health services

These are some of the targets that services are measured against and we publish monthly reports on our website that show well service providers and the CCG are performing.

## *Friends and Family Test – Southport & Ormskirk Hospital NHS Trust*

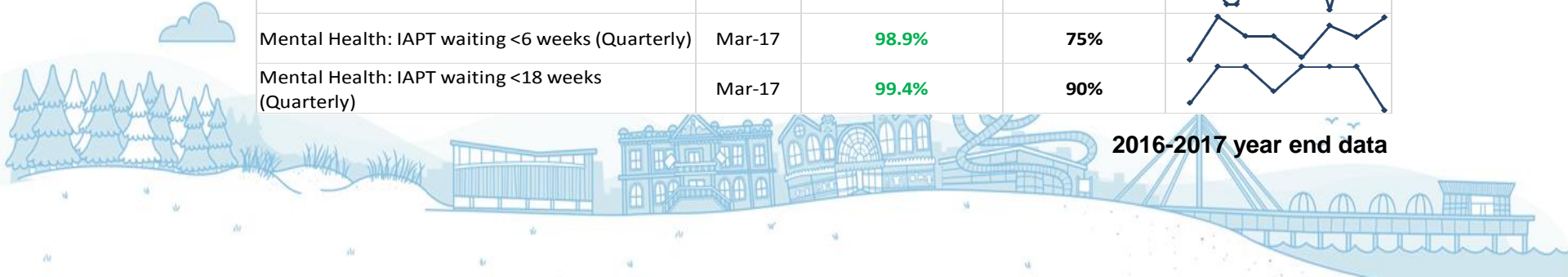
Measure	Time Period	Southport & Ormskirk	England Average	Trend
Inpatient – response	Mar-17	13.1%	25.0%	
Inpatient Recommended	Mar-17	92.0%	96.0%	
Inpatient Not Recommended	Mar-17	2.0%	1.0%	
A&E – response	Mar-17	0.7%	15.0%	
A&E Recommended	Mar-17	64.0%	87.0%	
A&E Not Recommended	Mar-17	26.0%	7.0%	

2016-2017 year end data

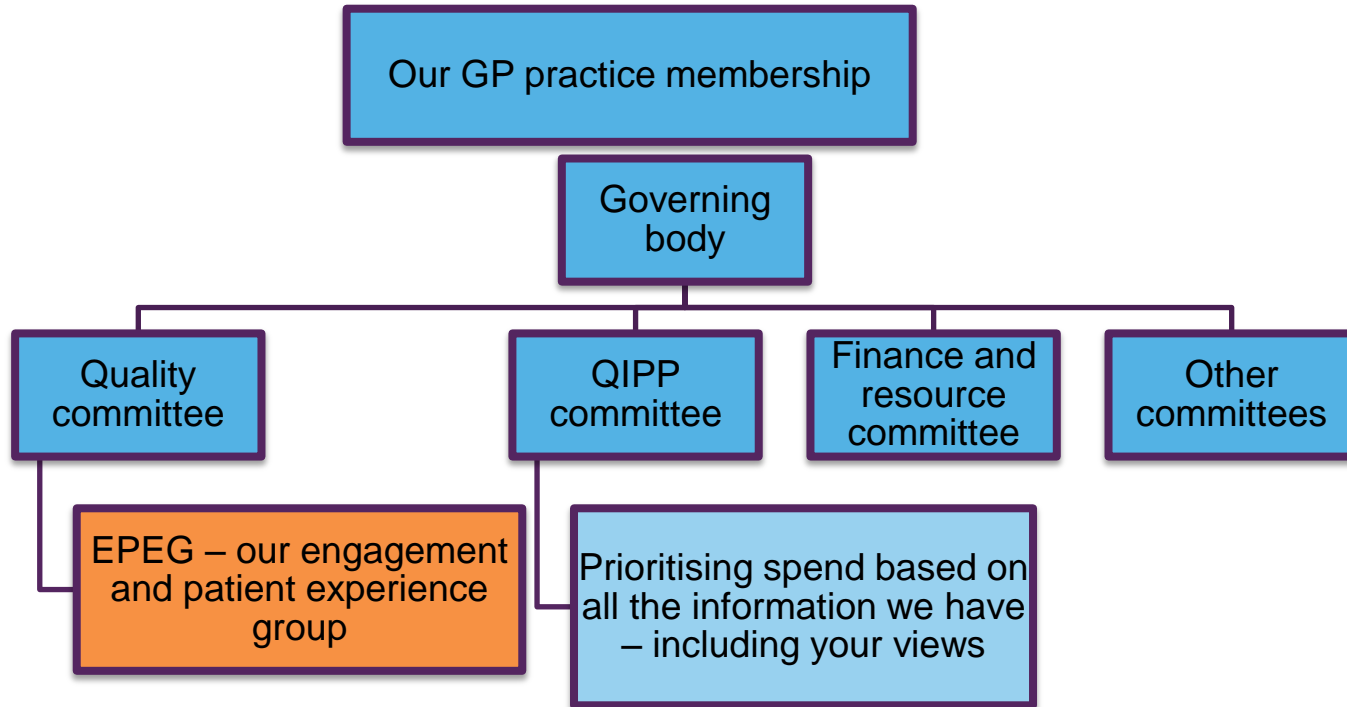


Key Performance Area	Time Period	Performance	Target	Trend
A&E 4hour Waits, All Types (Southport & Ormskirk)	Mar-17	90.3%	95%	
Cancer 2 Week Waits (Southport & Ormskirk)	Mar-17	91.5%	93%	
Cancer 62 Day - Screening (Southport & Ormskirk)	Mar-17	95.2%	90%	
Cancer 31 Day (Southport & Ormskirk)	Mar-17	98.5%	96%	
RTT -18 Weeks Incomplete (Southport & Ormskirk)	Mar-17	94.1%	92%	
C.Difficile (Southport & Ormskirk)	Mar-17	13	36 (year end)	
MRSA (Southport & Ormskirk)	Mar-17	1	0	
Stroke (80% of Pts spending 90% of time on Stroke Unit) (Southport & Ormskirk)	Mar-17	51.3%	80%	
% TIA assessed and treated within 24 hours (Southport & Ormskirk)	Mar-17	36.4%	60%	
Ambulance Category A (Red 1) 8 minute response time (CCG LEVEL)	Mar-17	69.1%	75%	
Mental Health: Care Programme Approach (Quarterly)	Mar-17	90.6%	95%	
Mental Health: IAPT 15% Access (CCG LEVEL)	Mar-17	1.27%	1.25% per month (15% year end)	
Mental Health: IAPT 50% Recovery (CCG LEVEL)	Mar-17	53.3%	50%	
Mental Health: IAPT waiting <6 weeks (Quarterly)	Mar-17	98.9%	75%	
Mental Health: IAPT waiting <18 weeks (Quarterly)	Mar-17	99.4%	90%	

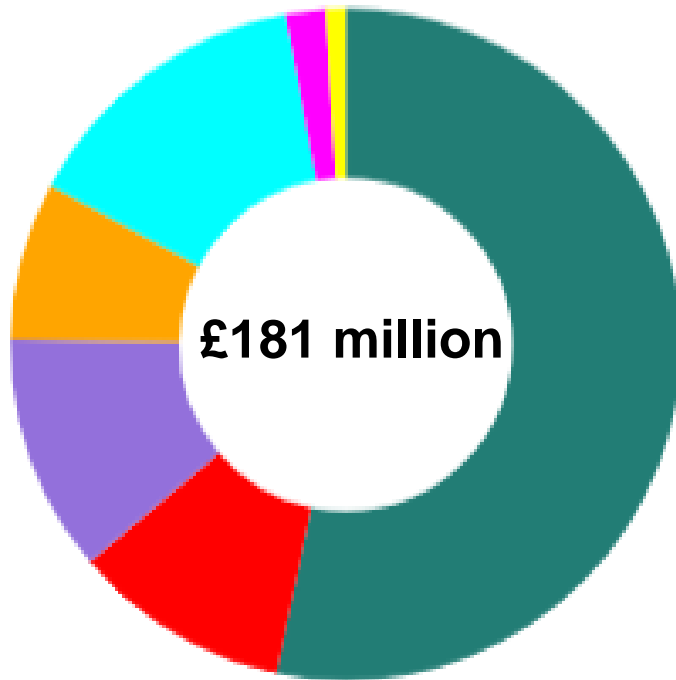
2016-2017 year end data



# How we make decisions



# Our budget and how we spend it



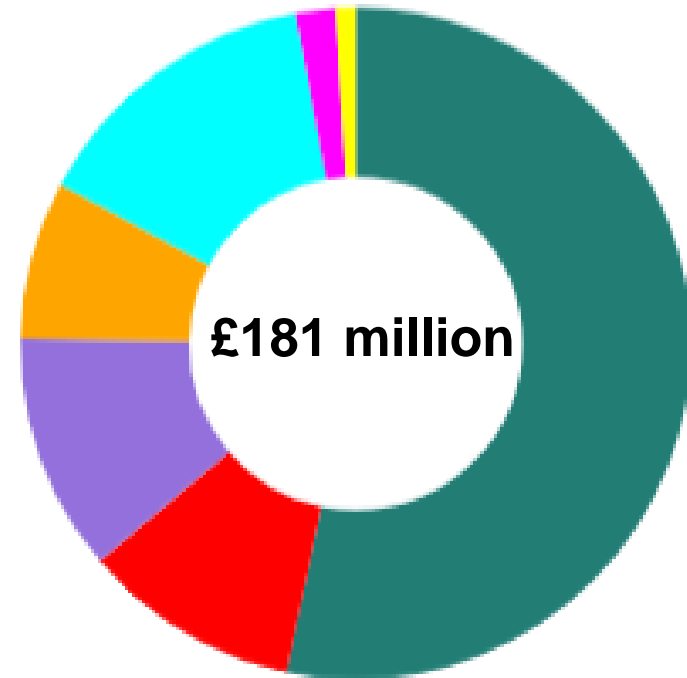
- Hospital services (56%)
- Community services (11%)
- Continuing care (7%)
- Mental health (8%)
- Primary care (15%)
- Programme costs (2%)
- Running costs (1%)



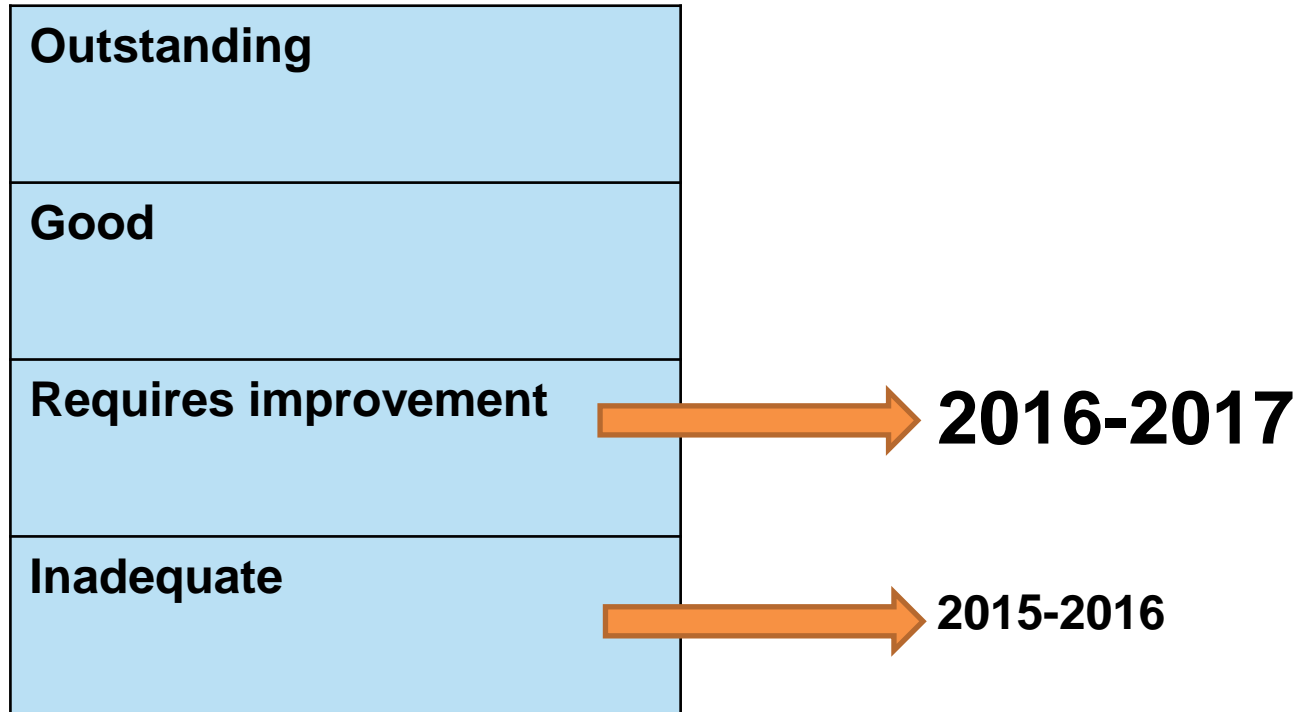
# Even greater challenges ahead

## 2017-2018

- Savings target of around £10m
- Higher demand for healthcare
- Higher cost of healthcare
- Distinct local health challenges



# Our performance







# Your role





## Previous exercises


You can find out about our previous exercises where we have involved residents and partners in our work by selecting the links below.

- 

**Freshfield Surgery listening exercise**  
End date - Friday, May 12, 2017  
Patients registered with Freshfield Surgery were invited to give their views as part of an NHS England led 'listening exercise' over the future of the practice.
- 

**Pilot scheme for ordering repeat medicines**  
End date - Tuesday, February 28, 2017  
A new system for ordering repeat prescriptions has now been introduced in all of our member GP practices in Sefton. The practices have signed up to our repeat prescriptions ordering scheme after it showed positive early results in 19 practices that piloted the system from 1 September 2016.
- 

**Young people's engagement event**  
End date - Friday, November 18, 2016  
As part of national young people's 'Take Over Challenge' day, we joined forces with Sefton Young Advisors to discuss the best ways of engaging with young people and find out about their experiences of local GP services.
- 

**Review of services at Liverpool Women's Hospital**  
End date - Monday, August 15, 2016  
As part of a consultation process, NHS Liverpool CCG is seeking views, experiences and opinions on the women's hospital.
- 

**Community services**  
End date - Thursday, March 31, 2016  
We reviewed our local community services during the early part of 2016 and as part of this we asked residents for their views and experiences. Community services is the collective name for a wide range of healthcare that is often delivered in clinics and other community venues.

**together**  
with you



Get involved
How we use your views
Our 'Chat' events
Current exercises
Previous exercises
What do you think about healthcare?



# Examine your options

Jan Leonard

Chief redesign and commissioning officer



# Examine your options

- As winter approaches, we're encouraging people to 'examine their options' should they or someone they know or care for become unwell
- We want to help you to have a better understanding of the choices available to you



## SELF CARE

Things you can do to self care...



## PHARMACIST

You don't need to book an appointment here...



## NHS.UK

You can check your symptoms and find answers to hundreds of health questions here...



## NHS 111

Call 111 and get medical advice 24 hours a day here...



## YOUR GP PRACTICE

You can get personal care close to home here...



## GP OUT OF HOURS

If you can't wait for your surgery to open you can still see a GP here...



## DENTAL

You don't need to book an appointment here...



# Self care

- Stocking up on over the counter medicines for coughs and colds at home, especially over the winter months
- Getting your repeat prescriptions available from your GP practice but remember not to over order
- Seeking advice from your local pharmacy
- Finding answers about hundreds of health conditions [online](#) on the NHS Choices website
- Finding advice and information about [living well](#) on NHS Choices





- Friendly, confidential, expert advice and treatment of everyday health issues
- Care at the Chemist scheme is available at several pharmacies for those who need it
- Open early till late and no appointment needed
- Some pharmacies also open on bank holidays to provide cover in each area





- When you need medical help fast but it's not a 999 emergency
- NHS 111 is available 24 hours a day, 365 days a year
- Call 111 free from landlines and mobiles



# Your GP practice

- Medical care for illnesses you can't treat yourself
- Contactable from 8.30am-6.30pm weekdays
- Same day appointments available if necessary
- If you don't have a GP you can register with your local surgery







- If you can't wait for your surgery to open you can still see a GP
- You can speak to a local GP over the phone or face to face if necessary
- Local GPs available during the evening, weekends and bank holidays
- It's very likely you will be seen and treated more quickly using the out of hours service than if you were waiting to see a doctor in A&E, especially at busy times





# Costs – over to you

How much do you think:

- A trip to A&E costs?
- £135
- A GP consultation costs?
- £82
- A trip to the walk in centre costs?
- £63
- A call to NHS 111
- £10



EXAMINE  
YOUR OPTIONS



GP



NHS Walk-in  
Services



CALL  
111



# Over to you



Each table has been given a few scenarios to discuss

- Which service would you choose?
- What are the main reasons for your choice?
- After today's discussions, will you choose differently in the future and why?

*Remember there is no right or wrong answer; we're interested in hearing which services you would consider and why*

**You have 15 minutes for this session**



# Time to feedback

- Scenario One



It's Sunday evening and your relative who is in her 30s with two small children has slipped down the stairs and twisted their ankle – this is now swollen and painful, and they are having problems walking on it. They are worried that tomorrow they won't be able to drive the children to school or get to work.



- Scenario Two



You are an elderly diabetic patient who has just realised that they are running low on your medication and may not have enough to last for the weekend.



- Scenario Three

You are an adult man who has woken in the night with chest pain which is getting progressively worse. As you sometimes suffer from indigestion you've taken some indigestion medication, but this hasn't helped.



- Scenario Four



You have a son who has severe earache, they are crying with pain, and you have no medication in the house.





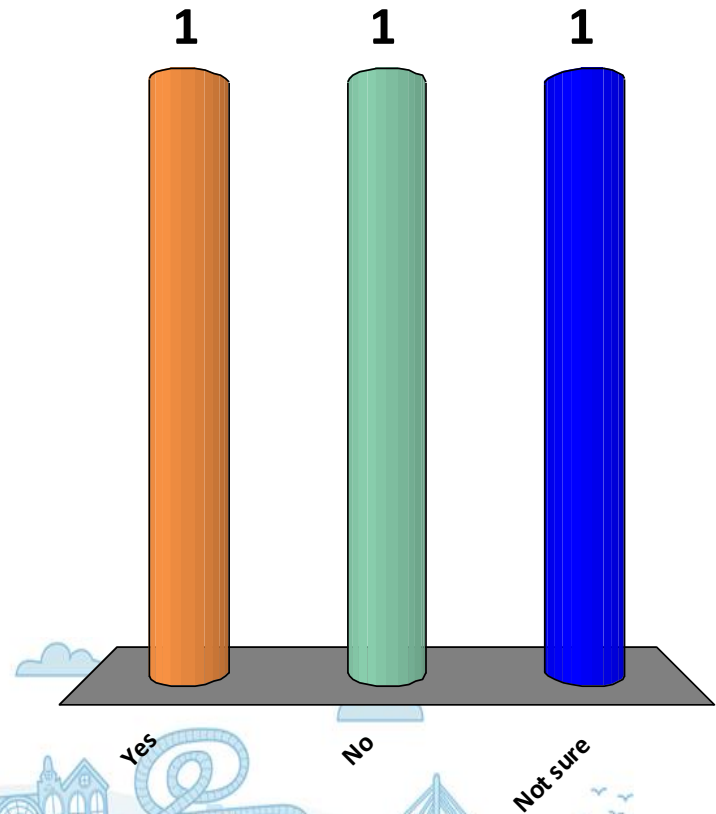
- Scenario Five

Over the last few days, your teenage daughter has been complaining of lower back pain which hasn't gone away and is preventing her from sleeping properly.



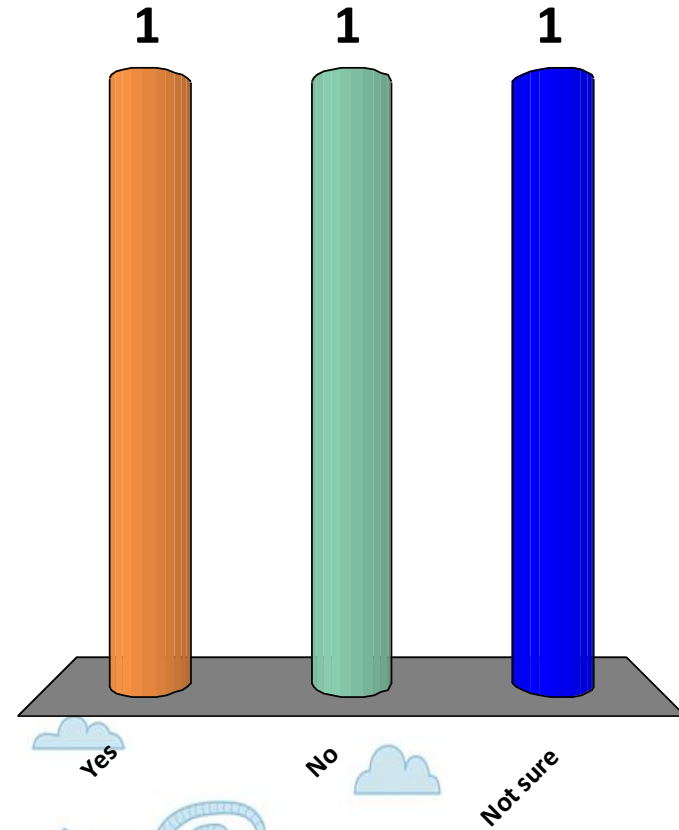
**Q. After today's discussions, do you have a better understanding of the choices available to you when you are unwell?**

1. Yes
2. No
3. Not sure



# Q. Would you make different choices as a result of your discussion today?

1. Yes
2. No
3. Not sure



# Over the counter medicines

Susanne Lynch

Head of medicines management



## What are over the counter medicines?

- These cover a wide range of medicines including painkillers, cough and cold remedies, indigestion products etc
- GPs can prescribe over the counter medicines (OTCs)
- When prescribed, some of these medicines are up to four times more expensive compared with the price in local pharmacies
- This is partly because every prescription incurs a dispensing and administrative fee
- There is also a significant cost in GP appointment time



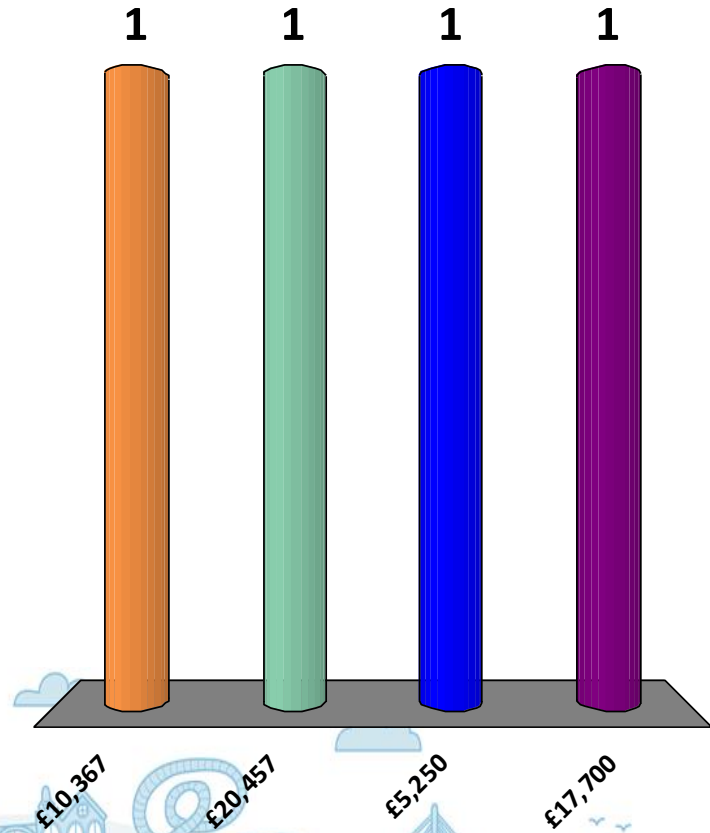
## Over the counter medicines – the local picture

- The CCG is looking at how much it spends on medicines that can be purchased more cheaply over the counter
- The focus is on the costs of OTC medicines for minor ailments and for one off episodes eg; sore throat, coughs and colds
- It does not include the costs of medicines for patients with long term conditions who may need these in large quantities



**Q. In 2016-17, what was the estimated spend on painkillers prescribed for minor illnesses in Southport and Formby (which could have been purchased over the counter)?**

1. £10,367
2. £20,457
3. £5,250
4. £17,700



## Over the counter medicines – next steps

- The CCG are thinking about stopping the prescribing of OTC medicines for minor ailments and for one off episodes of common illnesses
- This means that GPs will no longer prescribe these items and will advise you to buy these





## Over the counter medicines – vulnerable groups

If this idea was to be developed further, it would not affect:

- Patients who have long term health conditions who regularly need large quantities of these medicines
- Patients who receive free prescriptions – they can get their medicines through Care at the Chemist



## Buying over the counter medicines – benefits

- Instead of making a GP appointment, patients could go straight to the pharmacy for advice and to buy their medicines
- This would make better use of NHS resources - it would free up GP appointments for those patients who have more serious health conditions
- It could also mean that patients get the medicines they need sooner



## Over the counter medicines - over to you

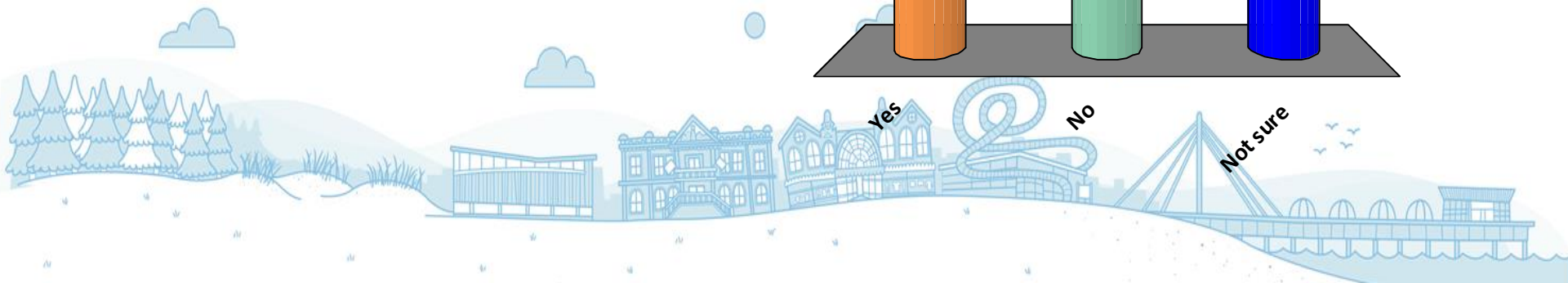
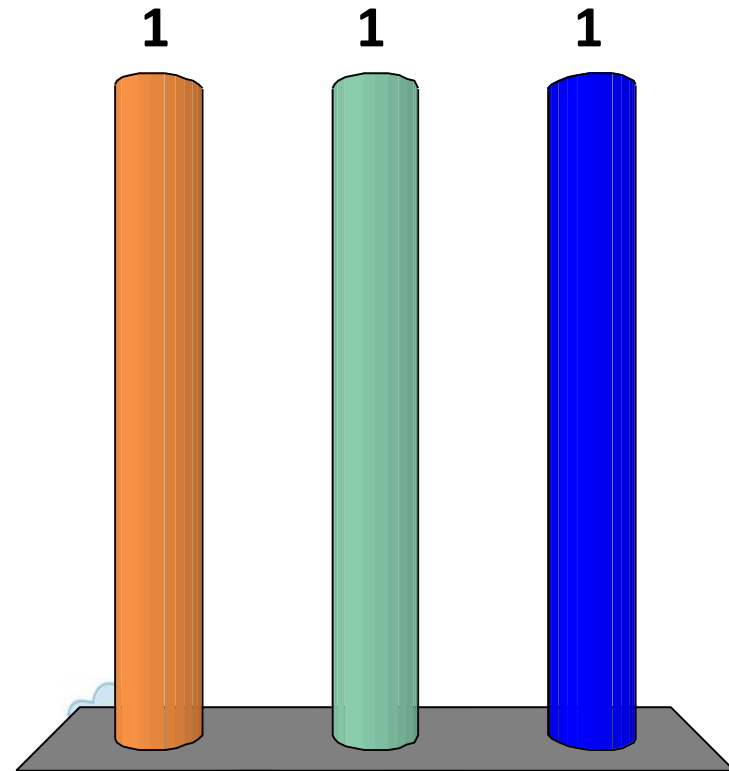
1. What do you think about the idea of stopping the prescribing of OTC medicines for minor ailments and for one off episodes of common illnesses?
2. Do you think that people should be encouraged to visit their pharmacist for advice if they have a minor illness (self care), instead of a making an appointment with their GP?
3. Tell us about any concerns you have with either of these ideas

**You have 10 minutes for this session**



**Q. Following today's discussions, do you support the idea of stopping the prescribing of OTC medicines for minor ailments and for one off episodes of common illnesses?**

- 1. Yes
- 2. No
- 3. Not sure



# Prescribing – national consultation

Susanne Lynch

Head of medicines management



# Prescribing – national consultation

- NHS England is running a national consultation on the future prescribing of some medicines
- There are 18 medicines being reviewed
- The prescribing of these medicines is being reviewed because they fall into one of the following categories:

- **There are safety concerns or they are of limited clinical effectiveness**
- **They are clinically effective but there are more cost effective items available**
- **They are clinically effective but are a low priority for NHS funding**



# What medicines does this include?

Lidocaine Plasters	Liothyronine
Co-proxamol	Trimipramine
Rubefaciants (excluding topical NSAIDs)	Once Daily Tadalafil
Omega-3 Fatty Acid Compounds	Oxycodone & Naloxone Combination Product
Dosulepin	Paracetamol & Tramadol Combination Product
Lutein & Antioxidants	Immediate Release Fentanyl
Homeopathy	Prolonged -release Doxazosin
Glucosamine & Chondroitin	Perindopril Arginine
Herbal Treatments	Travel vaccines



# New guidelines

- NHS England will use the feedback from the consultation to develop guidelines for the prescribing of these medicines
- The new guidelines will be published in November
- The CCG will consider the guidelines and consult with local people and groups if needed





# Have your say

- If you, or a family member, take any of these medicines you may want to take part in the consultation
- There is further information and an online survey available on the NHS England website:  
[www.england.nhs.uk](http://www.england.nhs.uk)
- Paper copies of the survey are available upon request – let us know if you would like a copy

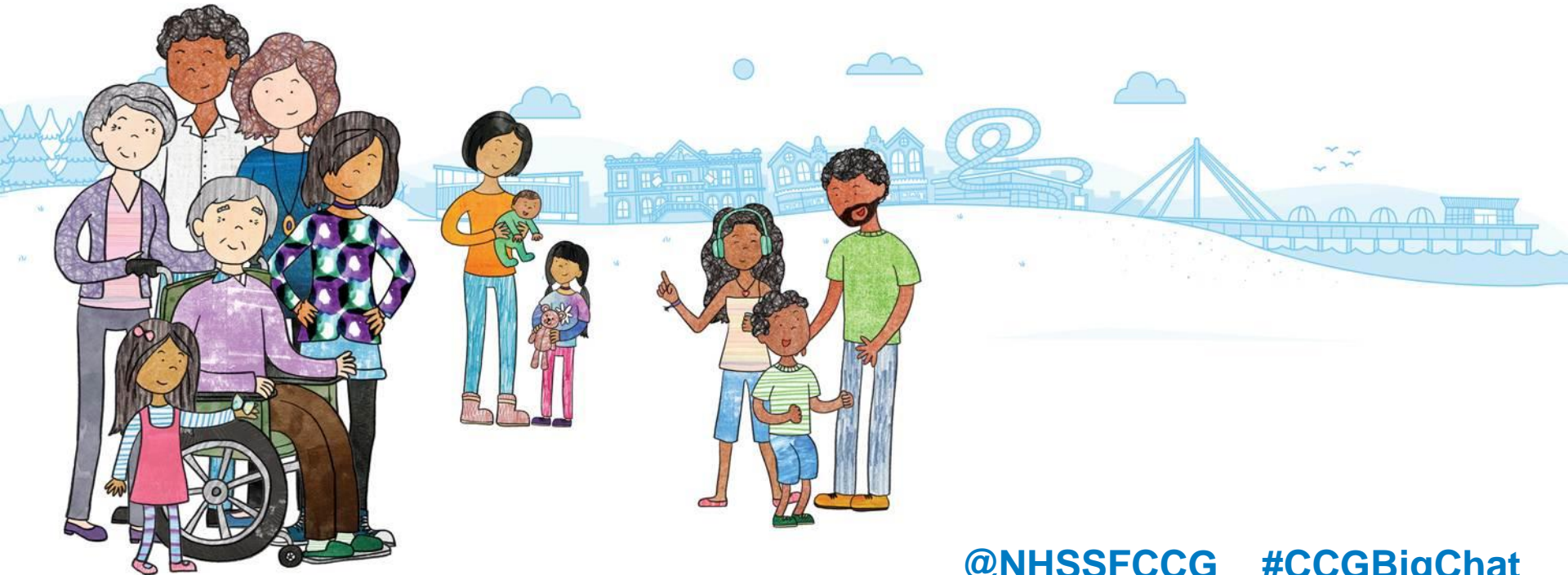


# Your way to wellbeing

Anne Marie Morrison

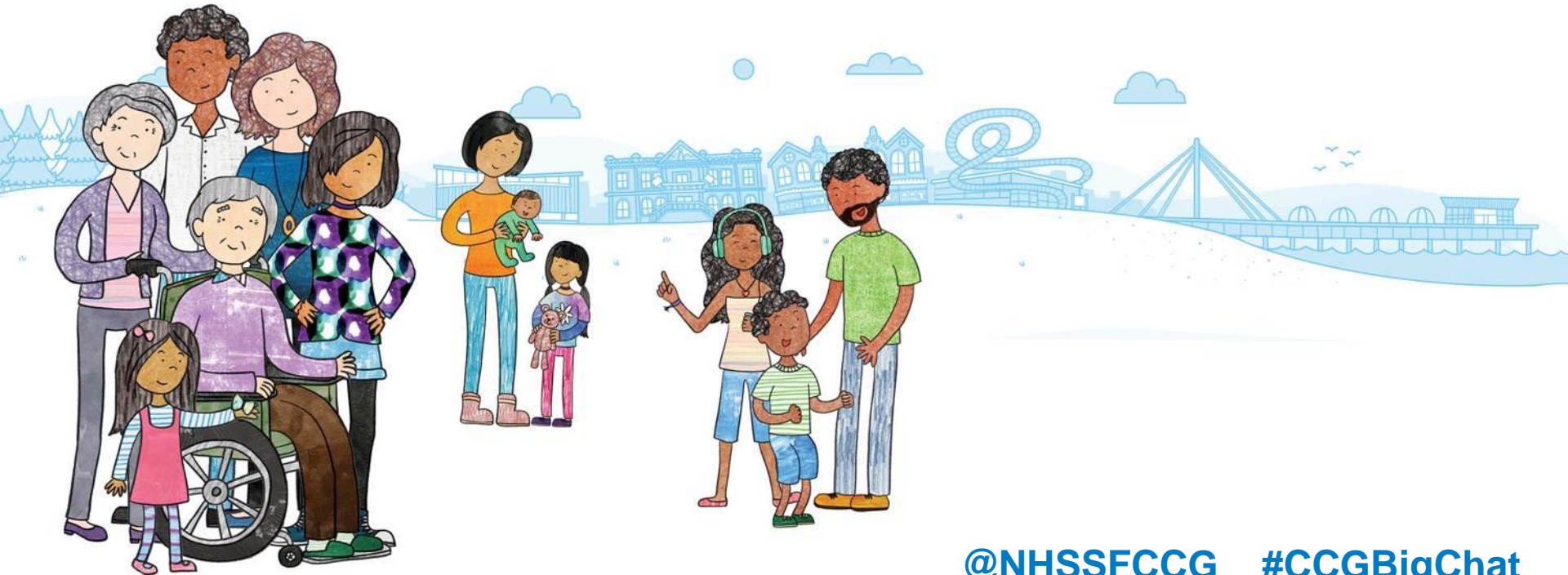
Community Resilience Development Officer

Living Well Sefton – Sefton CVS



# Personal Health Budgets (PHBs)

Tracey Forshaw  
Head of vulnerable people



# What is a Personal Health Budget?

A personal health budget is an amount of money that can be given directly to a person receiving certain NHS care to allow them to choose and pay for their own help and support.

- Gives patient support, control and flexibility
- Support available from your health professional to apply
- Agreed by the CCG

***To make an enquiry***

***contact the health professional caring for you***



# Patient Story

- Lady in her 40's living in a nursing home, husband and 2 teenage children.
- On a ventilator, requiring all care
- Unhappy, withdrawn, unable to communicate
- Now living in her own home
- Team of carers, community team support Mersey Care
- Engaging, communicating, going out shopping
- Now considering different tracheostomies to aid speech and communication aids



# How you can find out more

- Speak to your lead personal health professional
- Visit the CCG website:  
[southportandformbyccg.nhs.uk/get-informed](https://southportandformbyccg.nhs.uk/get-informed)
- See the leaflet included in your pack
- Speak to me at the end of the event

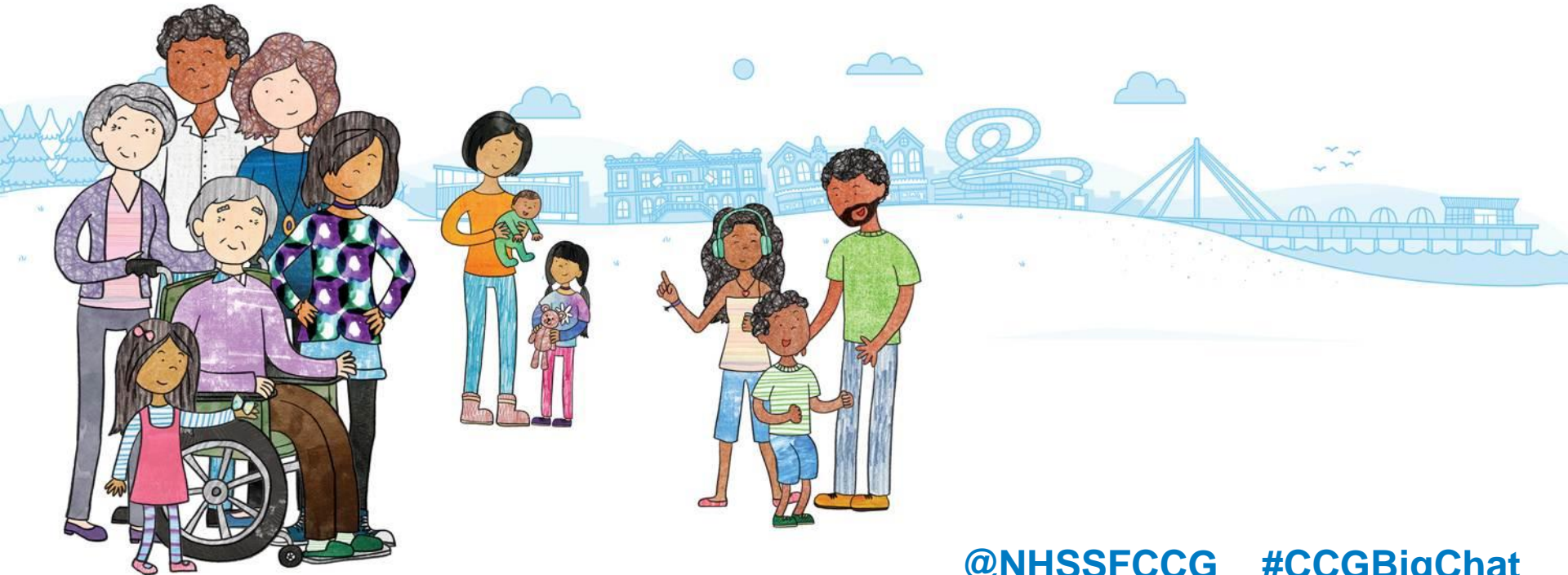


# Involving you

Fiona Taylor

Chief officer

NHS Southport and Formby CCG



# How we involve you

- Big Chat events and other public events
- Speaking to you before making major changes to local health services
- Working with Healthwatch and Sefton CVS
- Social media and online comments
- Letters, calls and other contacts, like complaints and compliments
- Local GP practice patient groups





# Opportunities to share your views

**Future of Liverpool's hospital orthopaedic and ear, nose and throat service**



**Closes 14 September**

**Review of local health policies (eg. hair removal, breast reduction, scar removal)**

**Reviewing local health policies – Fill out the survey and have your say**



**Closes 18 September**

*More information available on the stands at the back of the room*



# Involving you more

- Your views are vital in helping us develop local health services, and we want to involve you even more
- **Co-production** - working together with the patients who use local health services
- We've involved patients in the development of local respiratory services and community based diabetes educational programmes
- How can we do this more?



# Over to you – involving you more

1. How can the CCG involve you more in the development of local health services?
2. What does ‘co-creation’ mean to you?
3. What are the key barriers to people getting involved?

**You have 10 minutes for this session**



# Your Big Chat feedback



# Over to you – Big Chats

- Tell us how can we improve the content and format of the big chats?

**You have 5 minutes for this session**



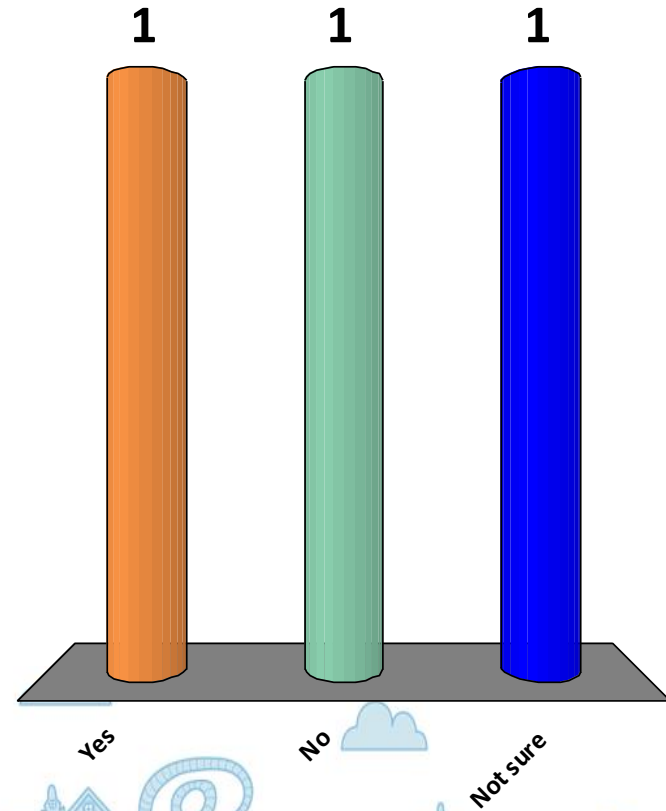
# How was today's event for you?

Fingers on the buttons!



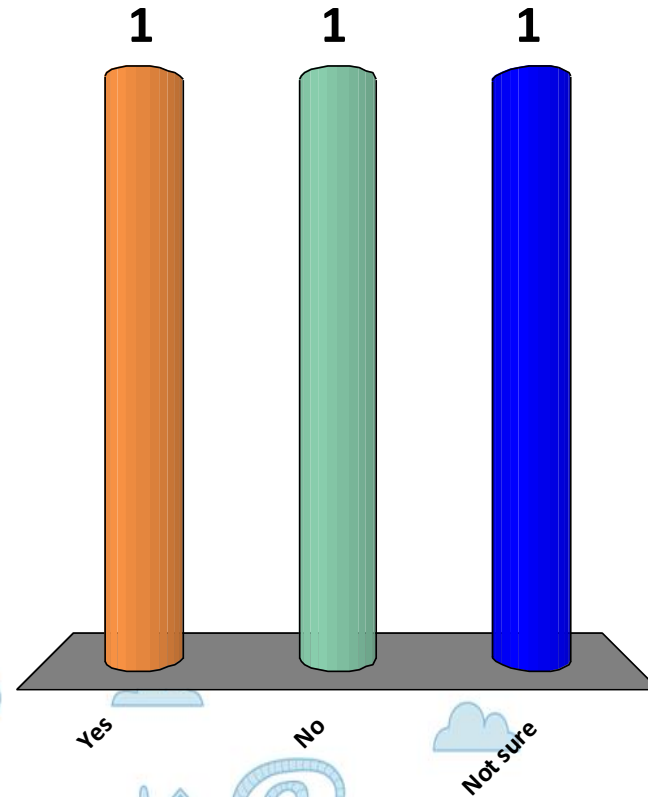
**Q. Would you recommend coming along to a big chat event to a friend, colleague, or member of your family?**

- 1. Yes
- 2. No
- 3. Not sure



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

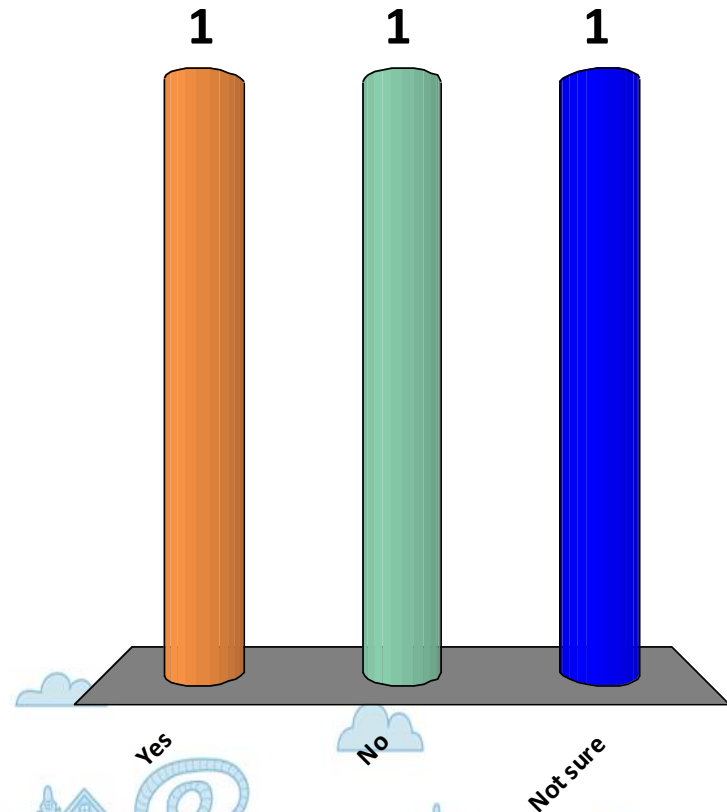
1. Yes
2. No
3. Not sure





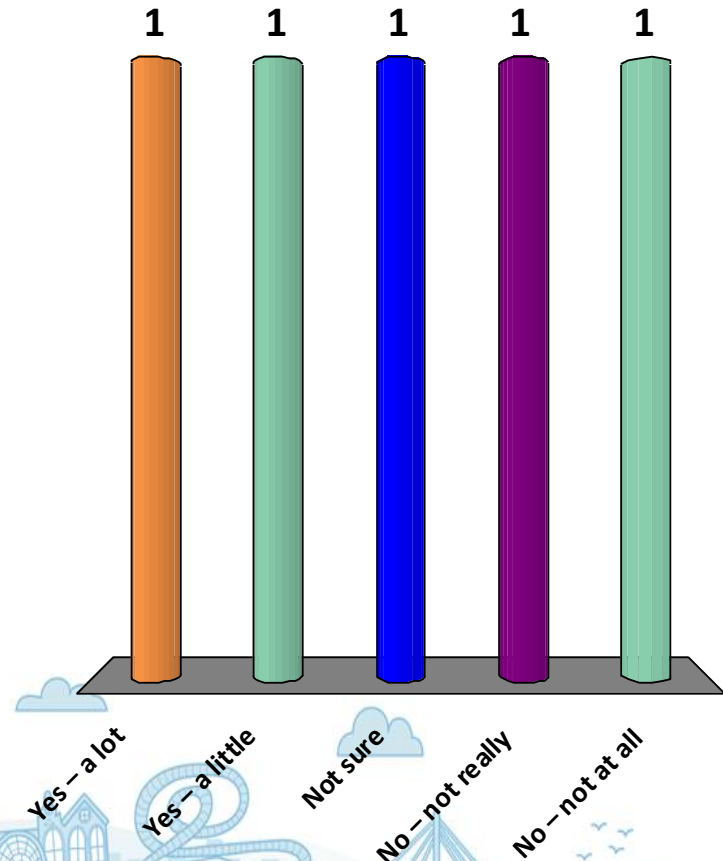
**Q. After what you've heard and discussed today, will you use more self care options in the future?**

- 1. Yes
- 2. No
- 3. Not sure



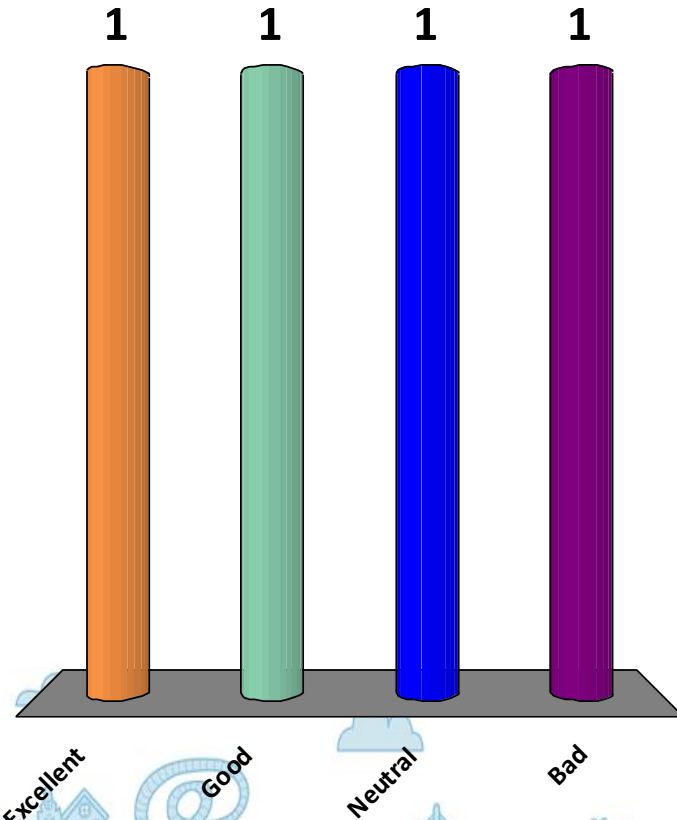
# Q. Did you find the Sefton CVS session on wellbeing interesting and useful?

1. Yes – a lot
2. Yes – a little
3. Not sure
4. No – not really
5. No – not at all



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

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



# Staying 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](http://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**

@NHSSFCCG

#CCGBigChat

[www.southportandformbyccg.nhs.uk](http://www.southportandformbyccg.nhs.uk)

