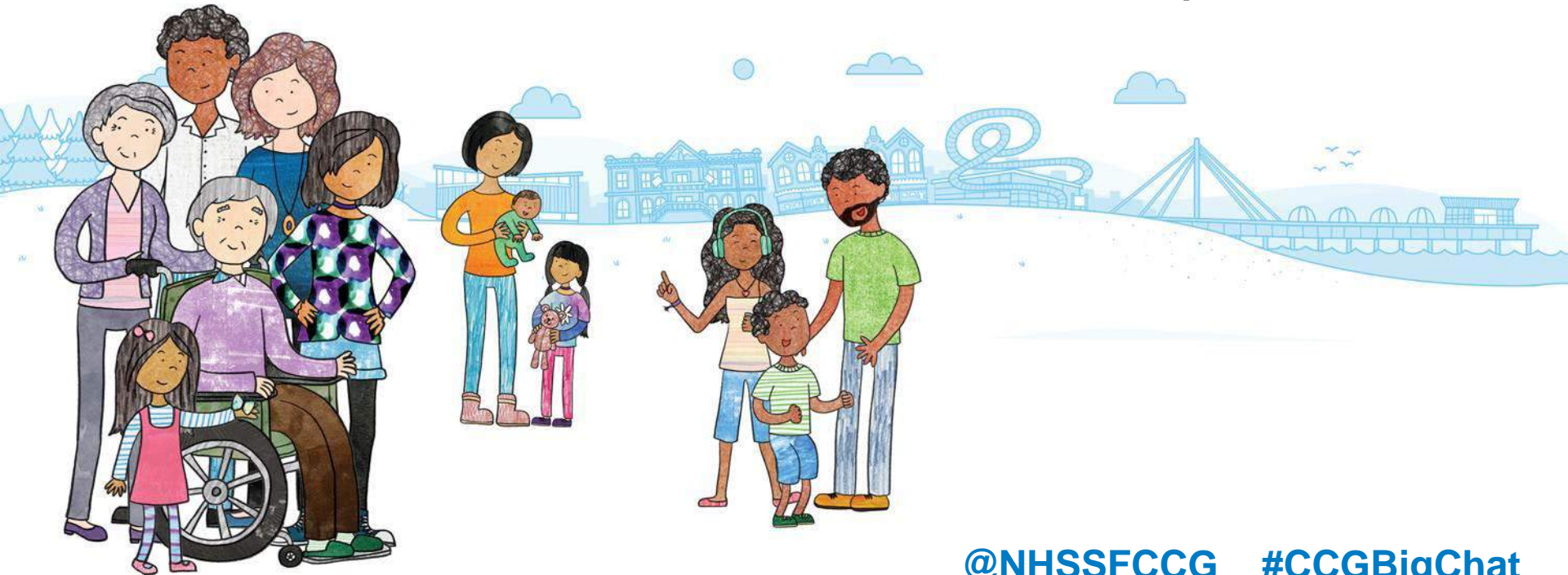


Welcome to Big Chat 10 meets Annual Review

Royal Clifton Hotel, The Esplanade, Southport
11 September 2018



together
with you

70
YEARS
OF THE NHS
1948 - 2018

NHS

Southport and Formby
Clinical Commissioning Group

Welcome

Dr Rob Caudwell

Chair

NHS Southport and Formby CCG



@NHSSFCCG #CCGBigChat

What we will cover

- Transforming Health and Care
- Strengthening general practice for the future
- New 7 day GP access service
- Care navigators – example of working differently and making a difference to people's health and wellbeing
- Care for You – transforming hospital services for Southport, Formby and West Lancashire residents
- Q&A surgery



Our year

- **Today's presentations and the market place displays cover:**
 - Highlights of our work and achievements in 2017-2018
 - 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**

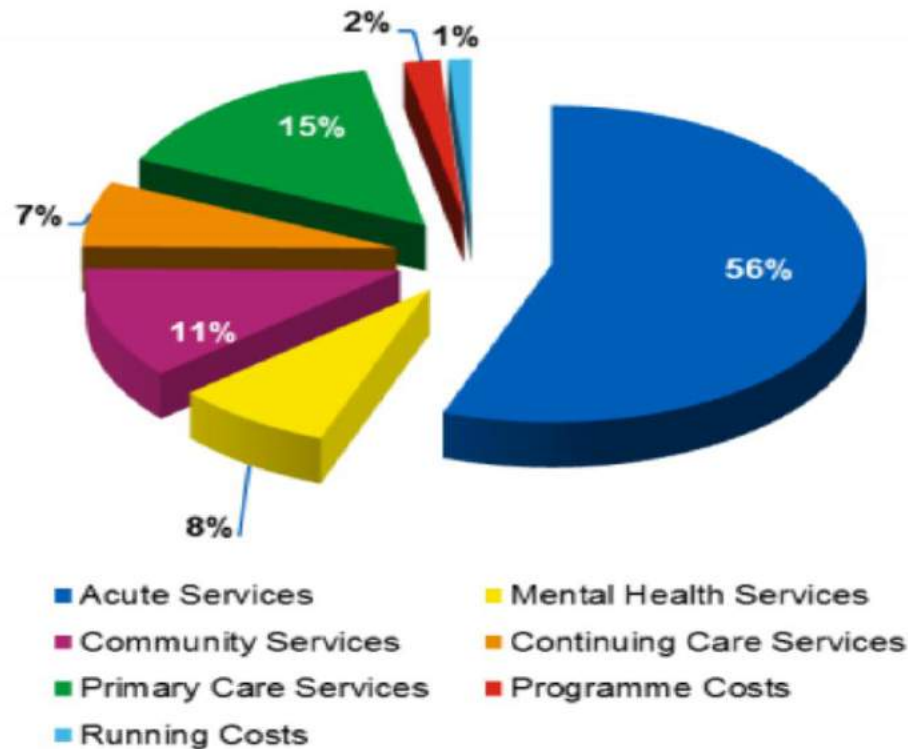


Summary of our financial performance 2017 - 2018

- We had a budget of £182.5 million and spent £186 million
- At the end of the year we reported a £3.6 million deficit – a reduction from the £6.7 million deficit reported in 2016 - 2017



How we spent our money in 2017 - 2018



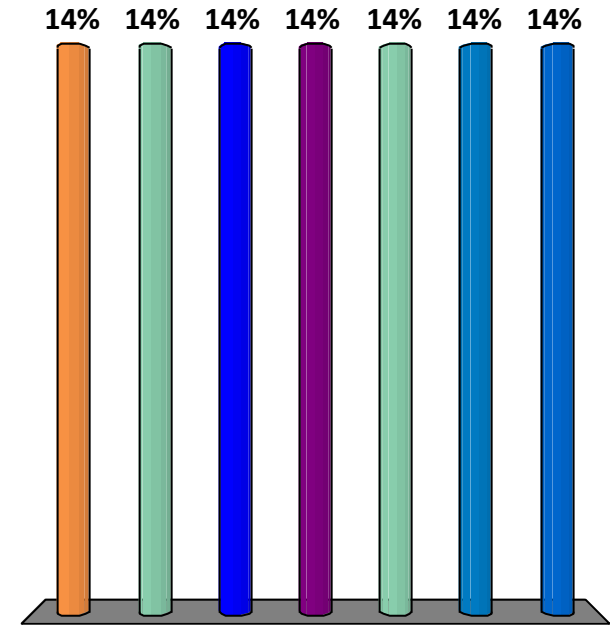
Some of our achievements 2017-2018

- The repeat prescription ordering scheme was rolled out to all GP practices, improving patient safety and saving at least £500,000 in its first year
- Our Integrated Community Reablement and Assessment Service (ICRAS) was launched helping to avoid unnecessary hospital admissions
- We received a 'Good' rating for local diabetes care in the national performance of better health assessments (2016/17)
- Our GP practices achieved high ratings in the latest patient survey
- **For more examples of our performance and achievements, see the market place displays**



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

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



Letter/email invite
Newspaper article
Southport and Formby ...
Social media - Twitter/Fa...
Poster/flyer
Word of mouth
Other



Your NHS at 70

The following short film charts the achievements and the progress that has been made in the first 70 years of the NHS...

<https://youtu.be/uF0OfwGZokU>

70

**YEARS
OF THE NHS
1948 - 2018**



Transforming health and care

Fiona Taylor

Chief officer

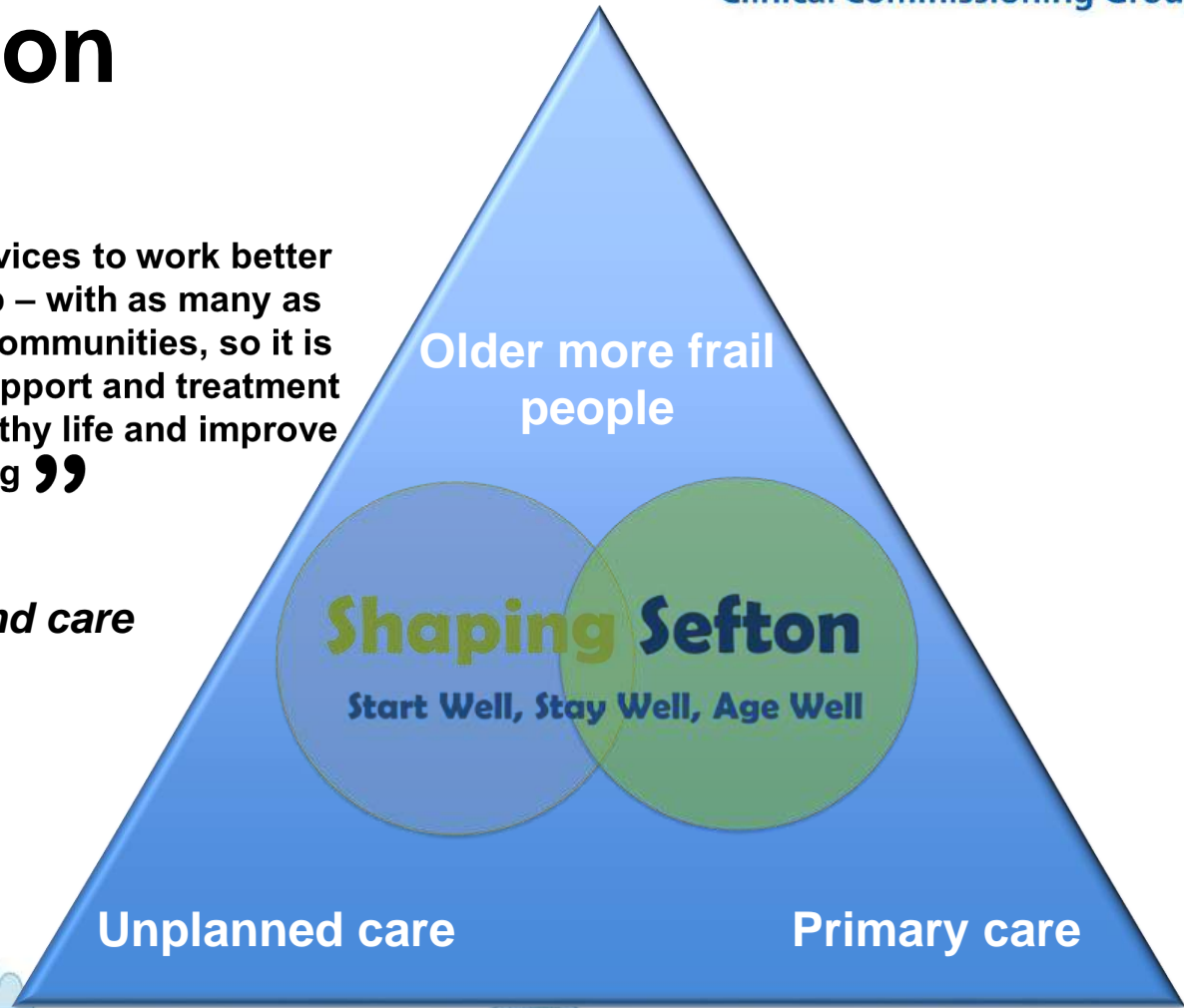
NHS Southport and Formby CCG



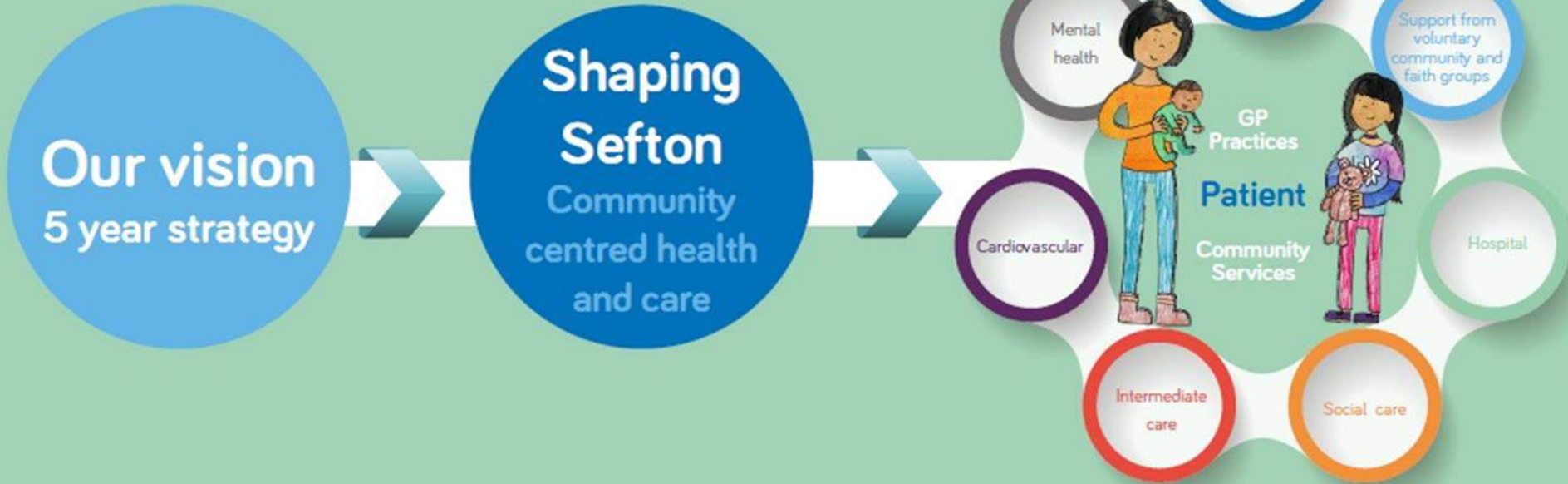
Shaping Sefton

“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



Health & Wellbeing Indicators in Sefton 2016

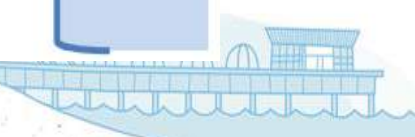
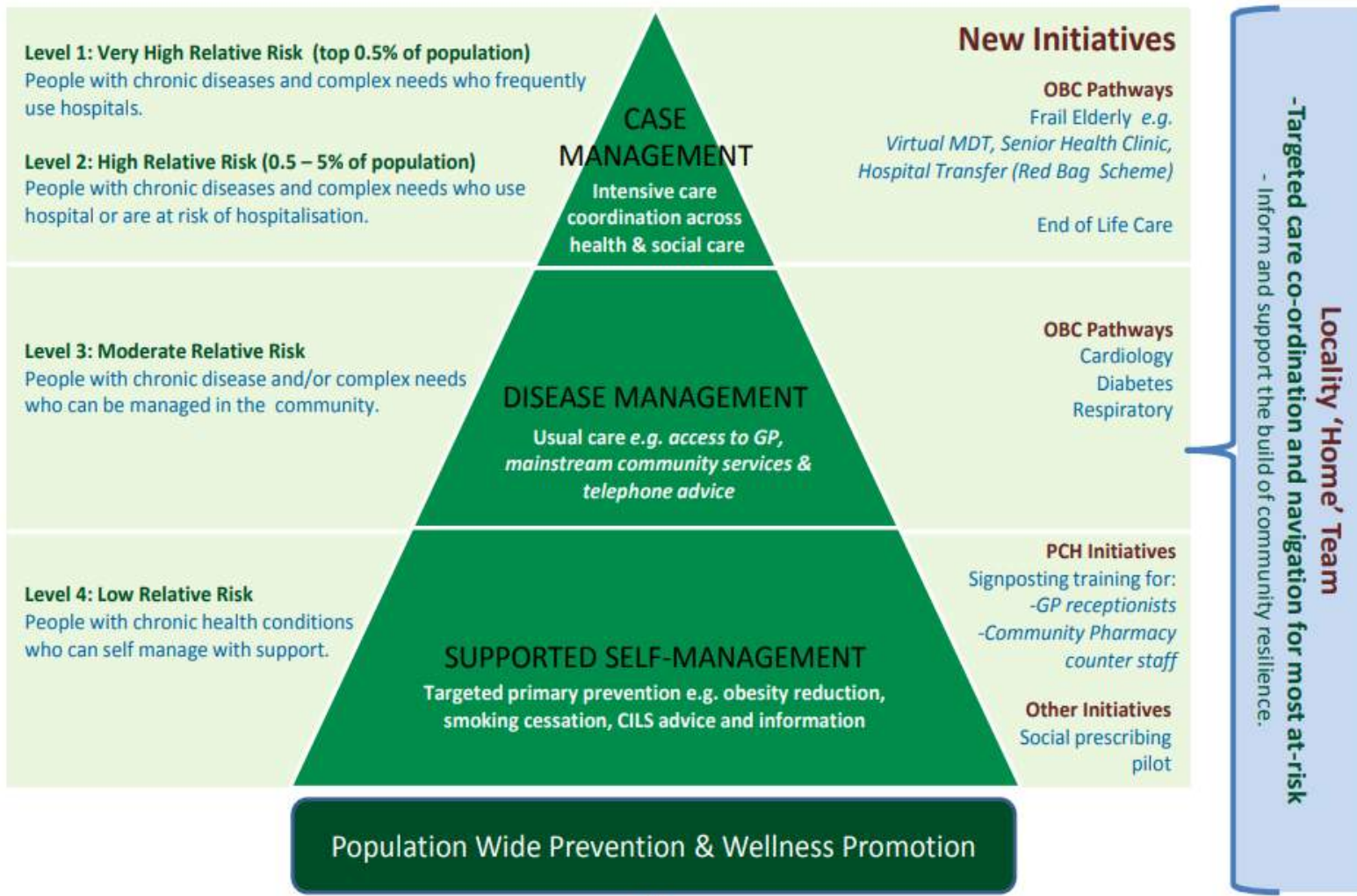


Key

Statistical significance compared to England average:

- Better
- Similar
- Worse

Population-wide Prevention and Wellness

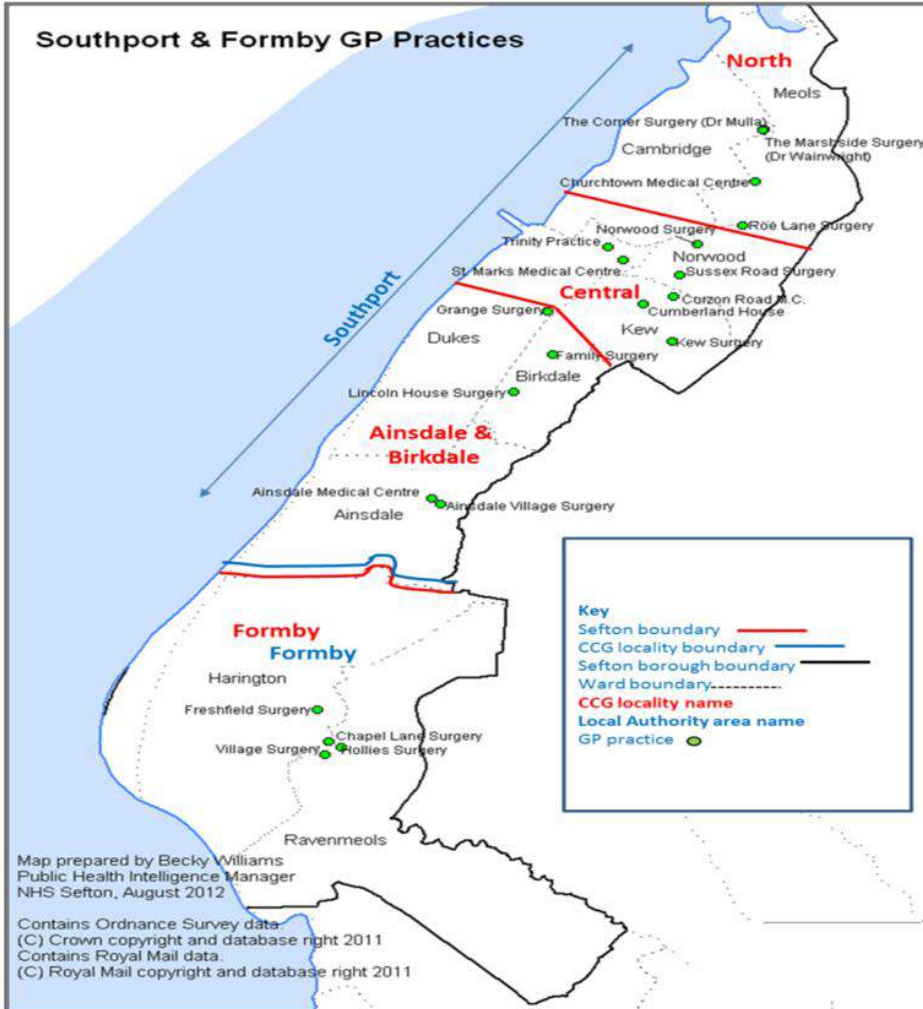


Strengthening general practice for the future

Jan Leonard

director of commissioning and redesign





There are 124,524 people registered in the 19 GP practices across Southport and Formby



Experience of current services

- Overall experience of GP practice 'good' - 90 % compared with national average of 84%
- Above average ratings in latest patient survey for choice of appointments, satisfaction with appointments and helpful reception staff



Challenges

- Health is improving BUT life expectancy lower in some communities
- Some long term conditions higher than national average
- 26.8% of our population is over 65 compared with the England average of 17.7 %
- Formby has the highest proportion of over 65's & over 85's
- Youngest population is in central Southport



Challenges in general practice

- 36% of the workforce is aged 55 and over
- Recruitment difficult
- Estates poor quality
- Workload increasing



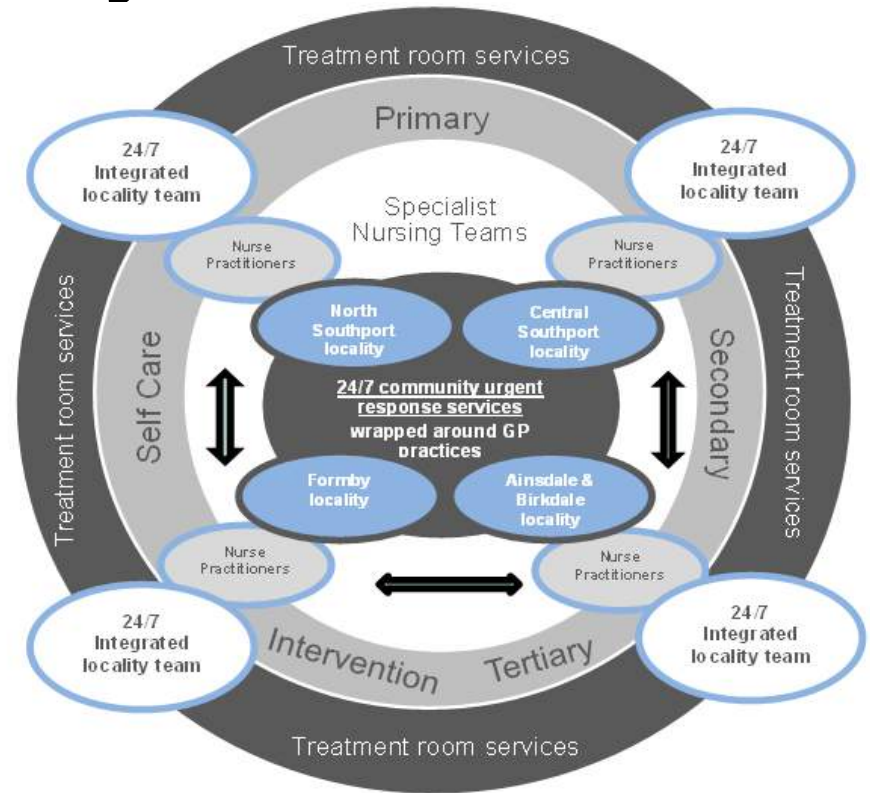
The future of general practice

- Commissioning of general practice shifting from NHS England to CCG – ‘delegated commissioning’
- National plan for improvement - GP 5 year Forward View
- New 7 day access service
- Practice Network Development funding
- Skill mix in practice



What this means for you

- Practices working together and with other partners to streamline your care
- Different ways of working
- Different skill mix



Over to you

Do you think the changes you've heard about today will:

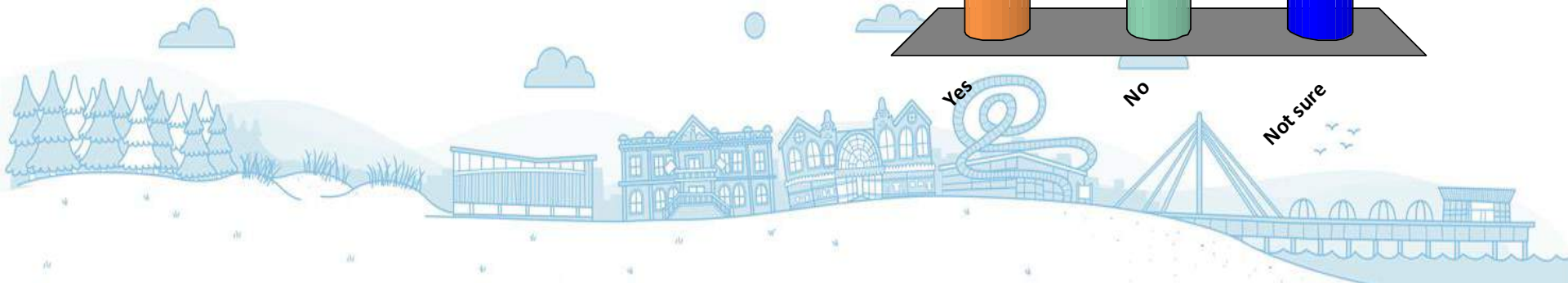
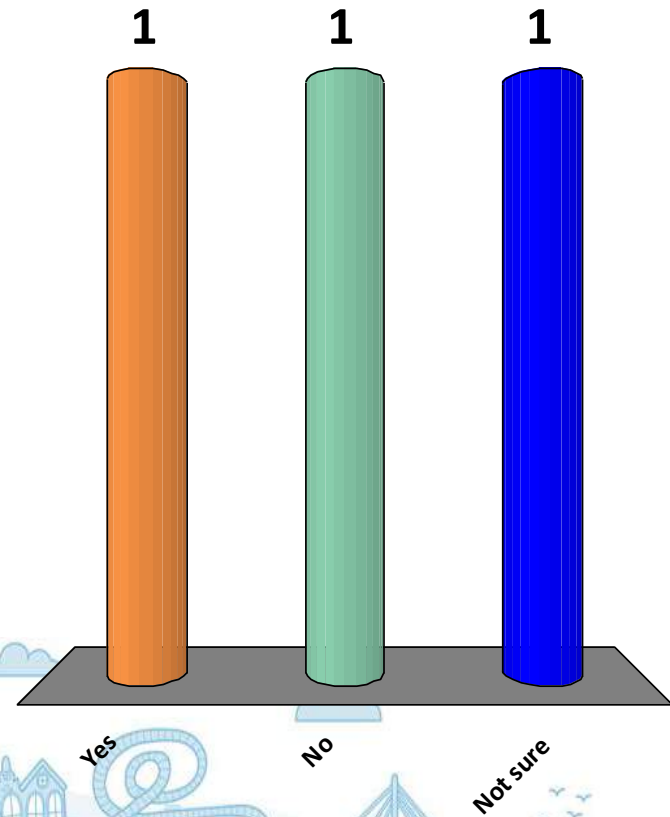
1. Improve the care you receive?
2. Improve the way your practice works?

You have 15 minutes for this session



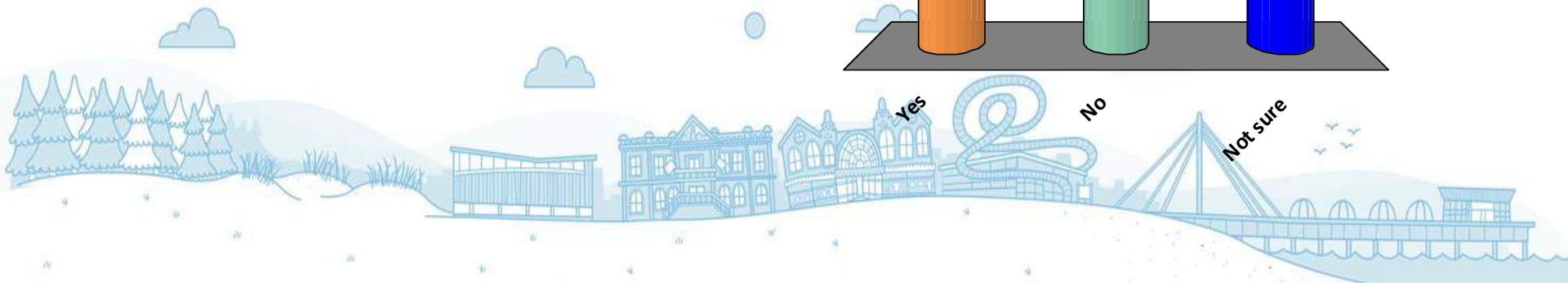
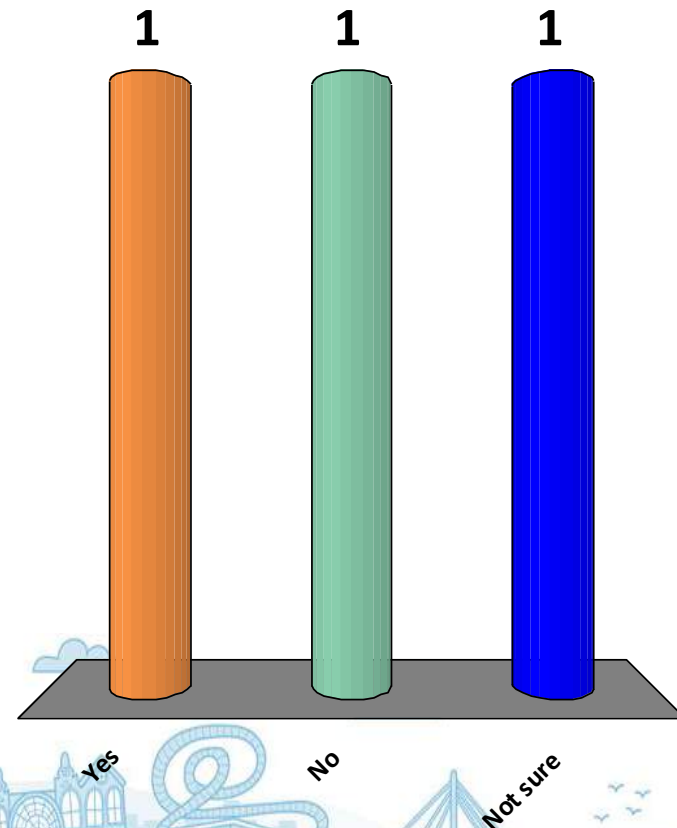
Q. After today's discussions, are you supportive of future plans for primary care?

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



Q. After hearing about plans to increase the mix of staff at your practice, would you be happy to see a different healthcare professional rather than a GP when it's appropriate?

1. Yes
2. No
3. Not sure



New NHS 7 day GP access service

Jan Leonard
director of commissioning and redesign



7 day GP access service

- New extended GP access service launches for patients in Southport and Formby on 1 October 2018
- Designed by NHS England as part of its plan to improve primary care called 'the GP Forward View', this new service is part of a national roll out
- 'Must dos' include pre-bookable and same day non urgent appointments on weekday evenings, plus Saturdays and Sundays



7 day GP access service

- Run by Southport and Formby Health, made up of local doctors
- It will provide patients with options about when they can book routine, non urgent GP appointments outside normal opening times
- Pre-bookable slots also available with a range of other healthcare professionals, like practice nurses
- Monday to Friday 5pm – 8pm, and Saturday and Sunday 9 – 12pm
- All appointments at The Family Surgery, Liverpool Road, Birkdale



How the service works

- If you are registered with a Southport and Formby GP practice, you can use the service
- Appointments can be booked through your own GP surgery, or through NHS111
- Appointments for a doctor, nurse or other healthcare professional, such as a physiotherapist will be available
- Face to face and telephone appointments available
- Clinicians will have access to your GP medical record via safe and secure electronic systems
- Clinicians will be able to refer you to other services if necessary



What the service provides

- Importantly, the new service is not a GP practice so you will continue to be registered with your current surgery
- Nearly all of the services you would expect from a traditional GP practice will be offered, like smears, contraceptive services and access to a physiotherapist
- Amongst services that WON'T be provided are home visits, midwife or child health surveillance appointments
- You will be prescribed any medicines that you need from the service BUT your repeat prescriptions will remain the responsibility of your regular GP practice
- It DOESN'T replace current services available outside normal opening times like the GP out of hours service, Litherland Walk in Centre and NHS 111



Shaping the service into the future

- Southport and Formby Health will be engaging with patients as the service becomes operational to help shape the service into the future
- The group is keen to work with existing networks such as patient participation groups and Healthwatch Sefton as it prepares to go live on 1 October 2018
- Let us know if you would like to be involved in the development of the service by completing the 'keep in touch' form in your pack



Over to you

We want your views about evening and weekend opening times – currently set for Monday to Friday 5pm – 8pm and Saturday and Sunday 9 – 12pm.

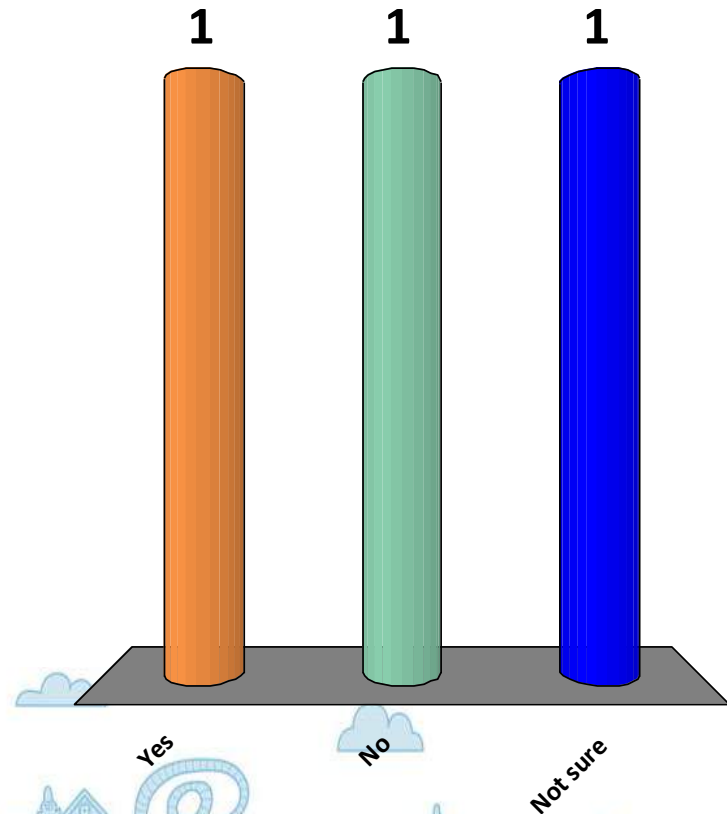
1. Are these the best weekend and evening opening times and are they convenient?
2. Do you think this service will be useful in improving access to GP services?

You have 10 minutes for this session



Q. After what you've heard and discussed today, will you consider using the 7 day access GP service in the future?

1. Yes
2. No
3. Not sure



Enjoy a short break and visit
the marketplace

See you in 20 minutes





Sefton CVS
Supporting Local Communities

From

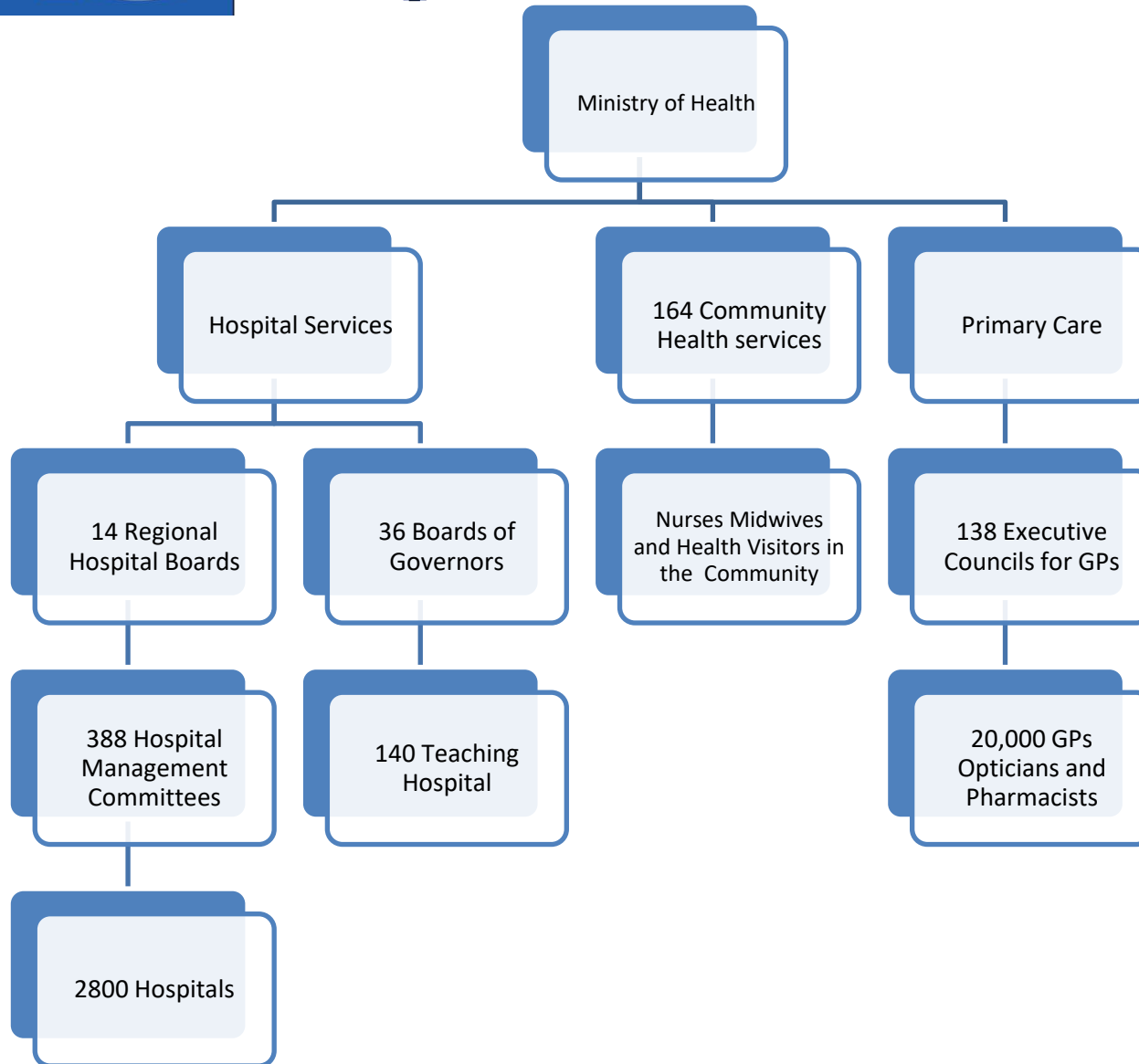
What's the matter with you?

to

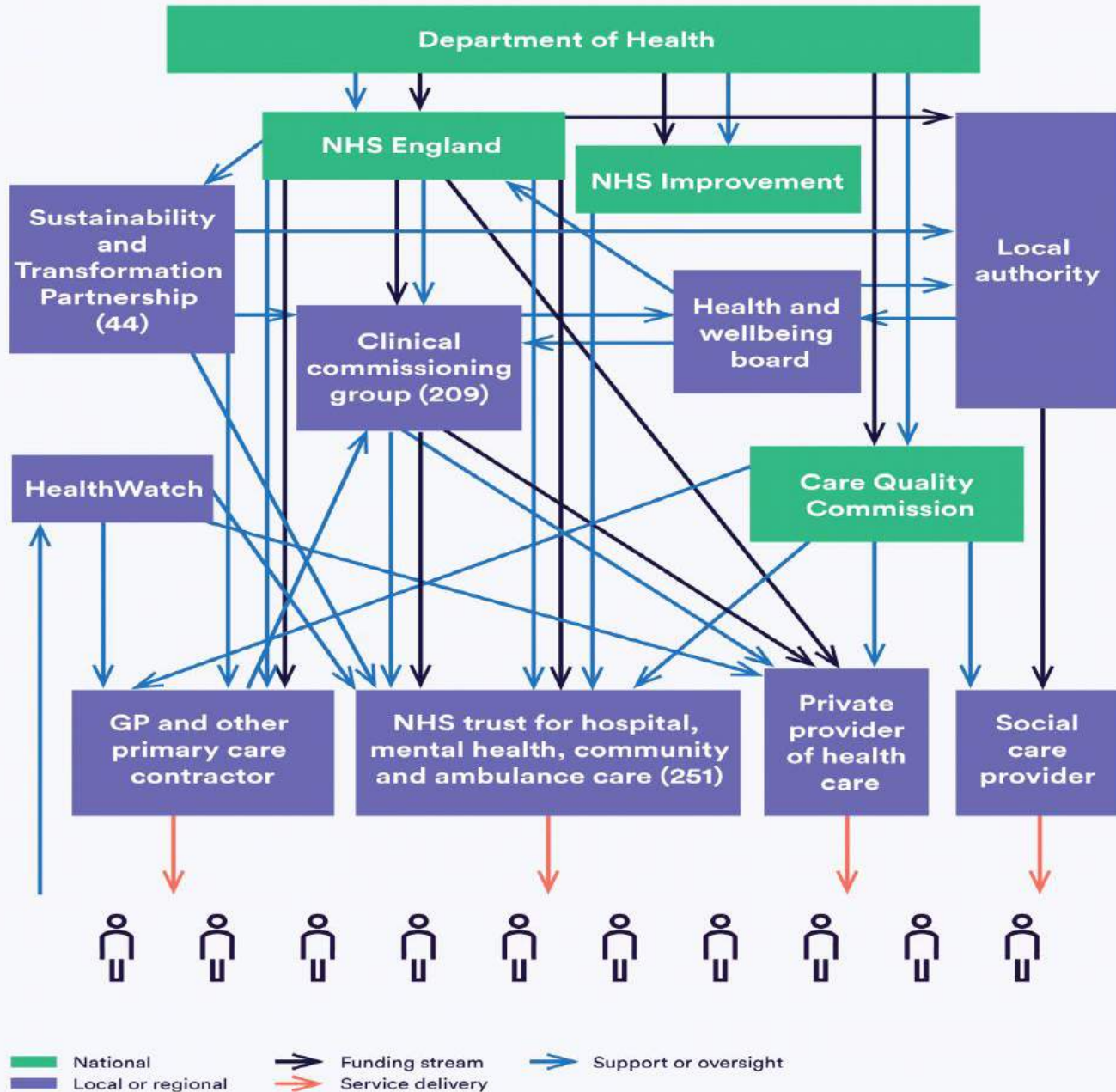
What matters to you?

Jan Campbell
North Area Lead
Sefton Council for Voluntary Services (CVS)

NHS 70



The structure in England



Living Well Sefton





Community Connectors



I wish I had someone to talk to.

I wish someone would knock on my door for a chat.



I don't want to bother anyone but I need help changing a light bulb.



I wish I had more visitors.



What's the matter with you?

- Primary Care
- Adult Social Care
- Self
- Community Matron Stroke Team @ Southport Hospital
- Living Well Sefton
- Clinical Psychologist
- Falls Prevention Team Sefton Advocacy
- Riverside Housing
- Merseycare
- Community Focus Team
- Library Home Visit Service

What matters to you?

- Craft Group
- Fellas First
- Gardening Club
- DIY
- Brighter Mondays
- Off key Choir
- Sunshiners
- Ainsdale Community Care
- CAB
- Film Club
- Addaction
- Volunteering
- Employment

What Works



Each of the cards in this directory has a question on the front and the answer to the question on the back.

There are five thematic sections, as listed on this page.

Cards
1-36
Section 1
Health and Social Care

Cards
37-45
Section 2
Community Safety

Cards
46-54
Section 3
Home Life

Cards
55-63
Section 4
Leisure and Social Activi

Cards
64-76
Section 5
Finance

Connecting You To Services booklet is available online at seftoncvb.org.uk/connectingyou

Sefton CVS also maintain a database with details of voluntary, community and faith (VCF) sector services and organisations.

Sefton CVS
Supporting Local Communities

Sefton Council

NHS
South Sefton
Clinical Commissioning Group

NHS
Southport and Formby
Clinical Commissioning Group

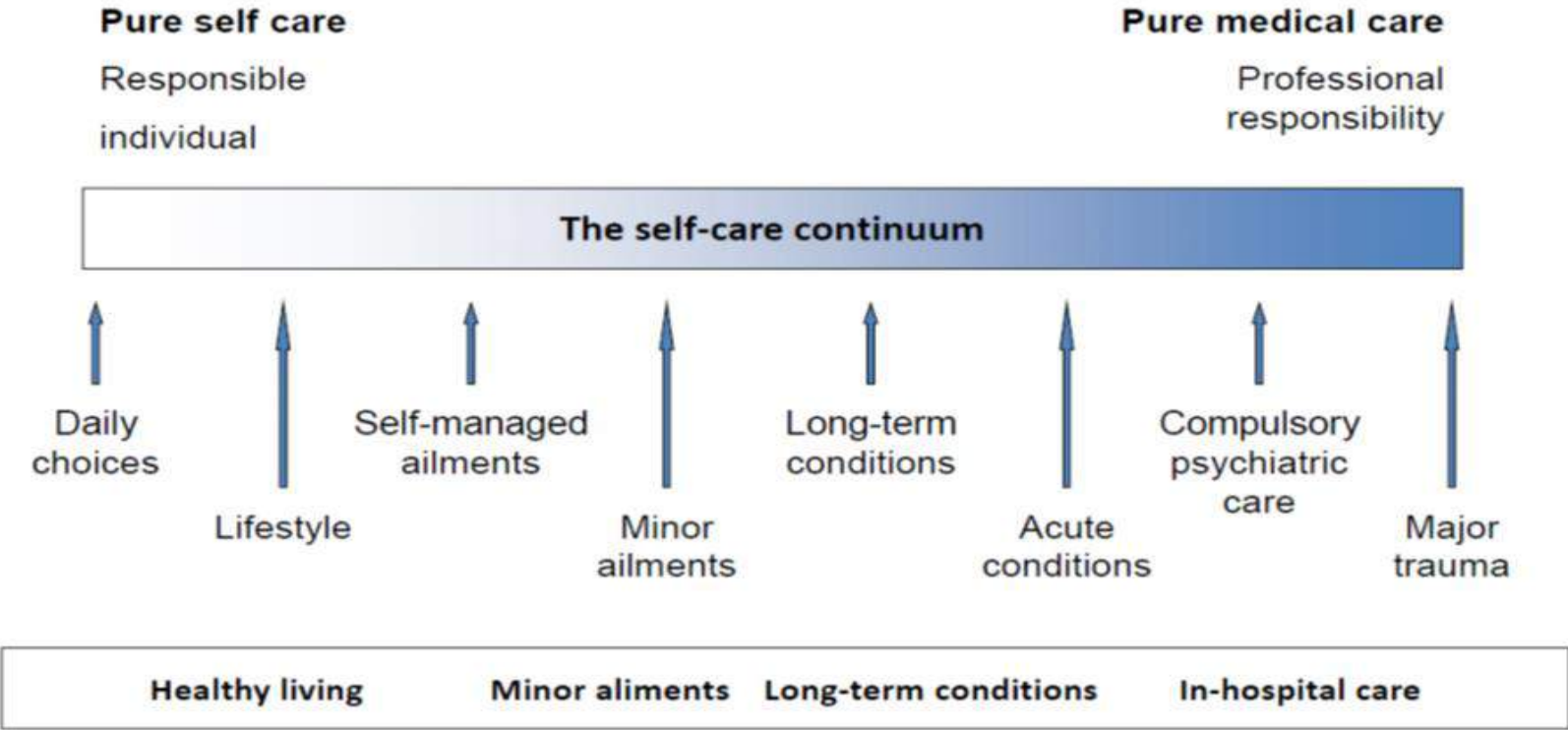
Connecting You to Services in Sefton

www.seftoncvb.org.uk

What's Working well



The self-care continuum



Adapted from a model developed by: The Self Care Forum

Contact

Jan Campbell
North Area Lead

Sefton CVS
Southport Community Centre
Norwood Road
Southport
PR8 6HQ

Tel: 01704 517810

Email: jan.campbell@seftoncv.org.uk

Sefton Council for Voluntary Service (CVS) Registered Charity No. 1024546.
Registered in England, Company Ltd. by Guarantee No. 2832920.



Southport and Ormskirk Hospital
NHS Trust

Care for You

Transforming hospital services and care for
people in Southport, Formby and West
Lancashire

Silas Nicholls, chief executive,
NHS Southport and Ormskirk Hospital Trust

Southport and Formby District General Hospital
Ormskirk and District General Hospital
North West Regional Spinal Injuries Unit





Southport and Ormskirk Hospital

NHS Trust

What is Care for You?

- Trust programme for transforming hospitals services and care
- Led by Silas Nicholls, Trust chief executive
- Nurses, doctors and clinical specialists leading clinical work



Southport and Ormskirk Hospital

NHS Trust

Why Care for You?

- Our hospital needs to change because our local community is changing (e.g. 1-in-3 Sefton people will be 65+ by 2037)
- Our clinical leaders and the Trust Board agree staying as we are is not sustainable:
 - Clinically – attracting and retaining staff with right skills
 - Financially – way services organised underpins Trust deficit



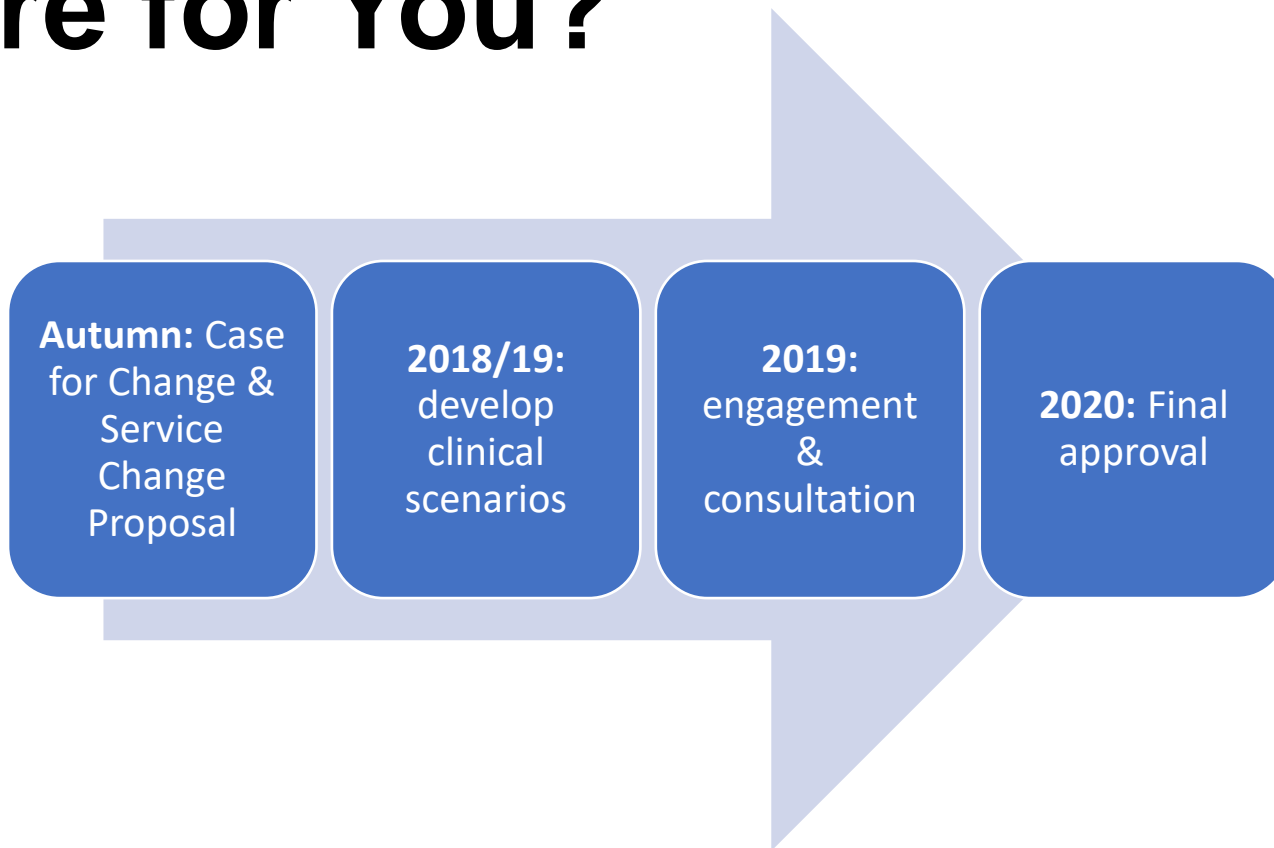
Southport and Ormskirk Hospital

NHS Trust

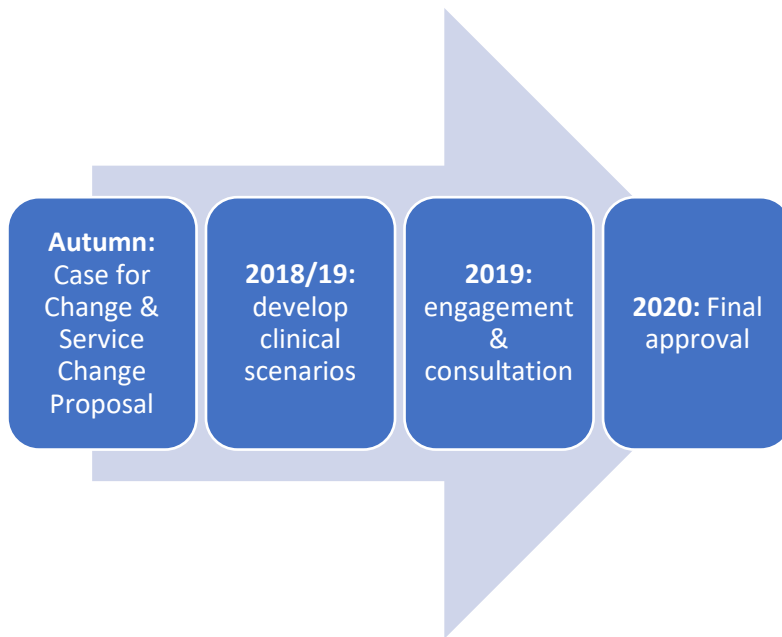
What's Care for You achieved to date?

- Trust getting on making care better for patients by doing the things we can change ourselves:
 - A&E investment
 - Improving patient flow
 - Dedicated discharge and transfer lounge
 - Surgical assessment ward
 - Day surgery unit

What's the timescale for Care for You?



What's been decided already?



- Nothing – there is no blueprint
- Any proposal/s must have strong clinical evidence base with positive benefit for patients
- Will need appropriate public engagement and consultation
- 3 to 5 years for an approved proposal to take effect



Southport and Ormskirk Hospital
NHS Trust

Over to you – transforming hospital services

1. What do you think about the ideas you've heard today to transform these services?
2. On your table, agree one key question to ask about this work

You have 10 minutes for this session



Southport and Ormskirk Hospital
NHS Trust

Q&A session

Each table now has the opportunity to ask one question about this work.

If you have any additional questions, please write these on the post it notes and display on the boards around the room (these will be answered in the event report).

There is 10 minutes for this session



Southport and Ormskirk Hospital
NHS Trust

Get involved

- As plans develop, it's important that we involve patients and local residents and hear their views on this work
- If you would like to get involved, let us know by completing the keep in touch form in your pack



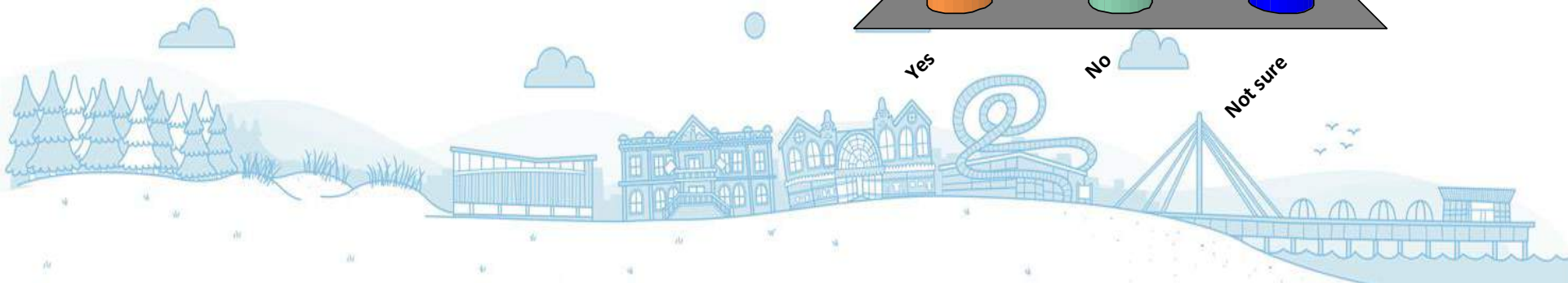
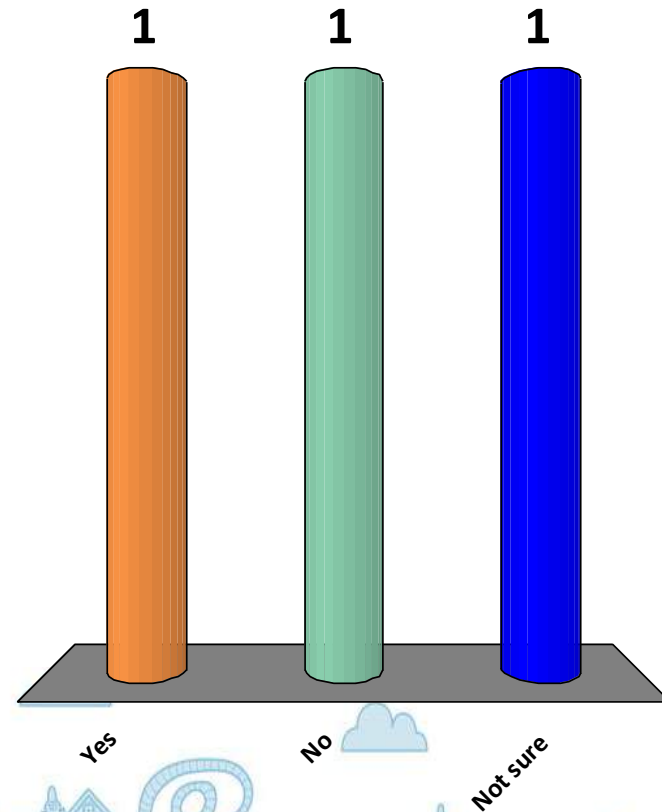
How was today's event for you?

Fingers on the buttons



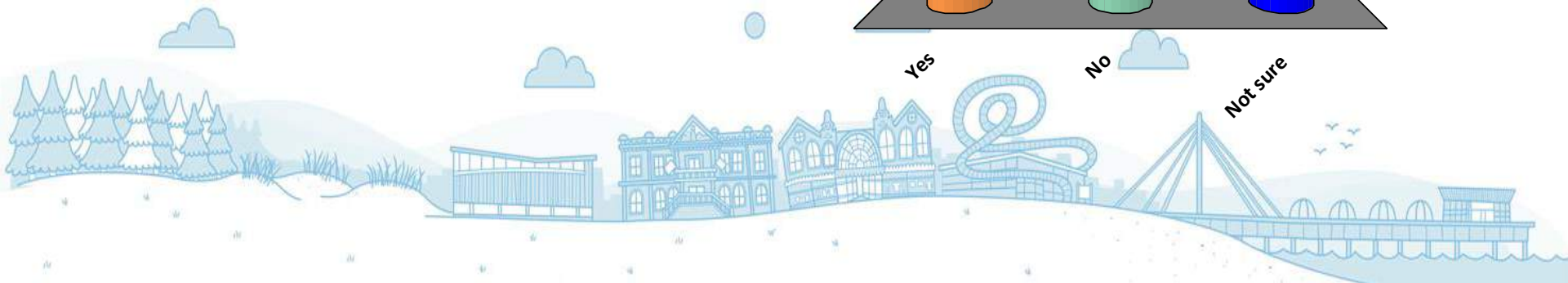
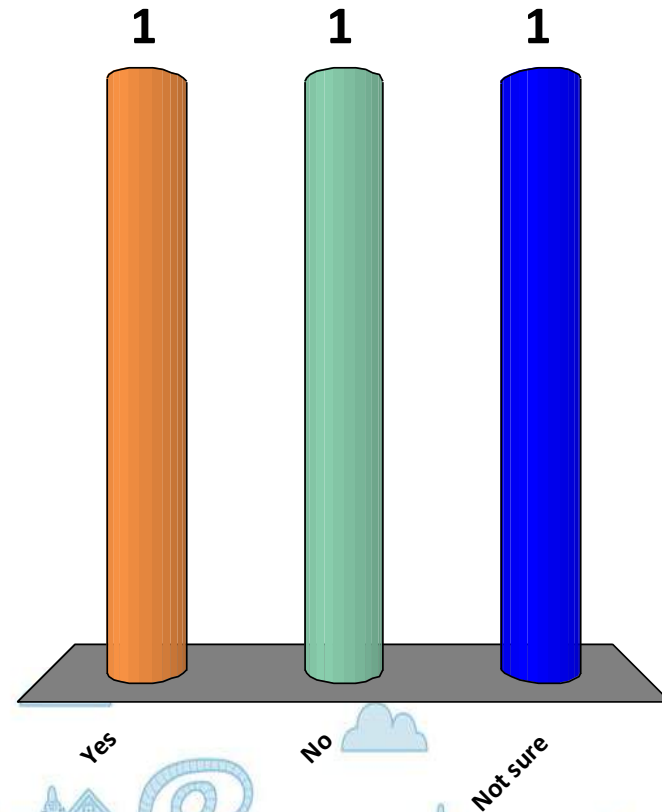
Q. Would you recommend coming along to a Big Chat event to a friend, colleague, or member of your family?

1. Yes
2. No
3. Not sure



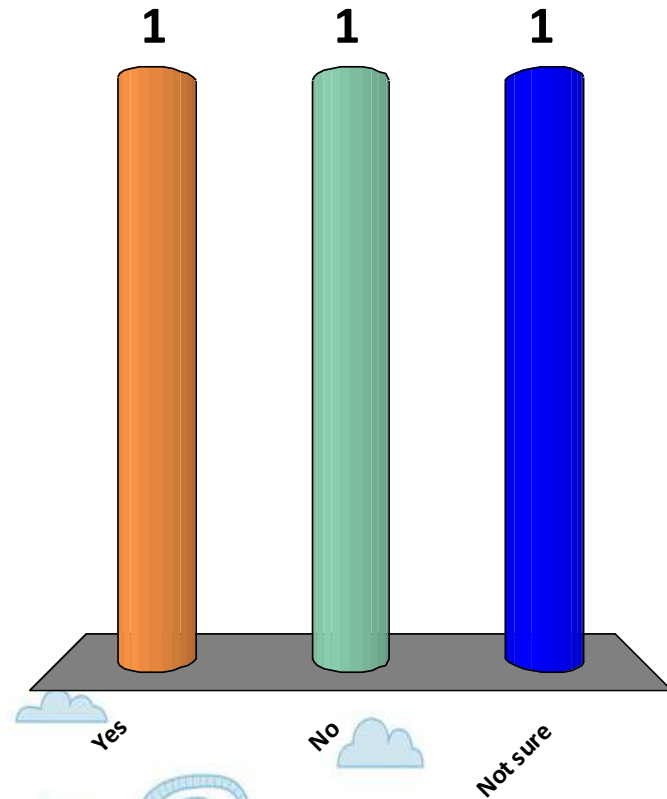
Q. Did you find the stalls and the information available in the marketplace useful and interesting?

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



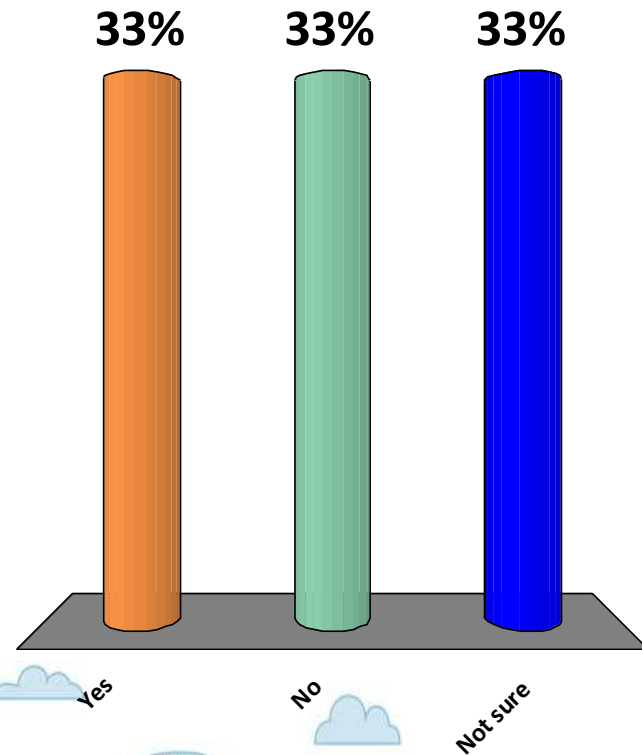
Q. During the session today, did you feel that you had the opportunity to have your views heard?

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



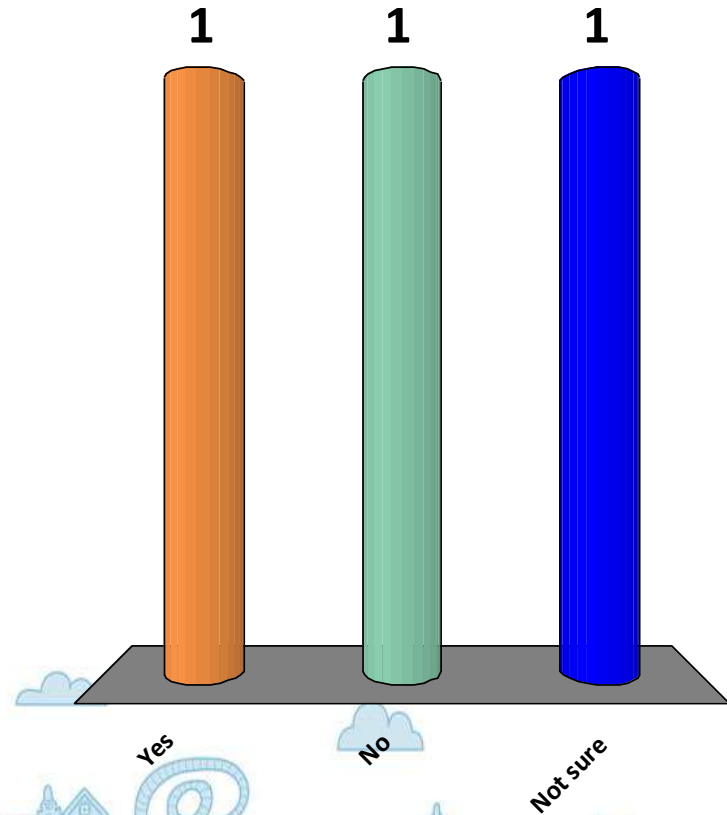
Q. Did you find the Sefton CVS session on Care Navigators informative and helpful?

1. Yes
2. No
3. Not sure



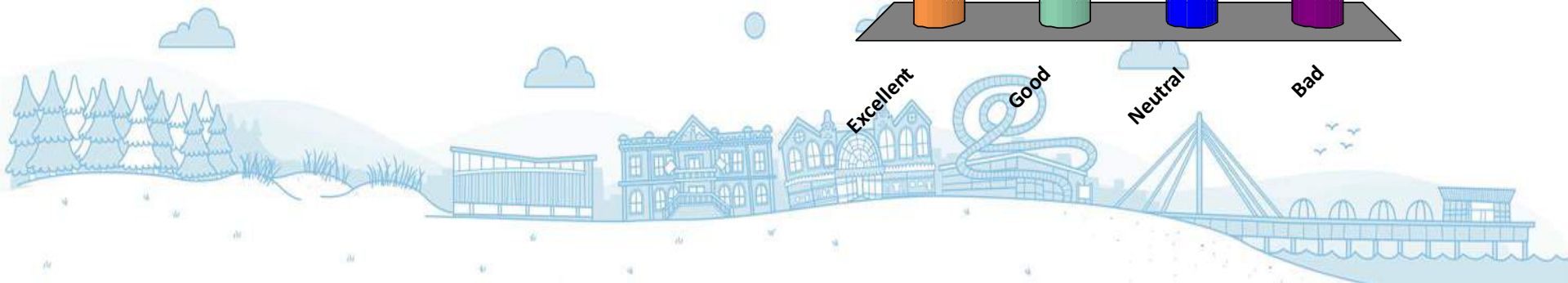
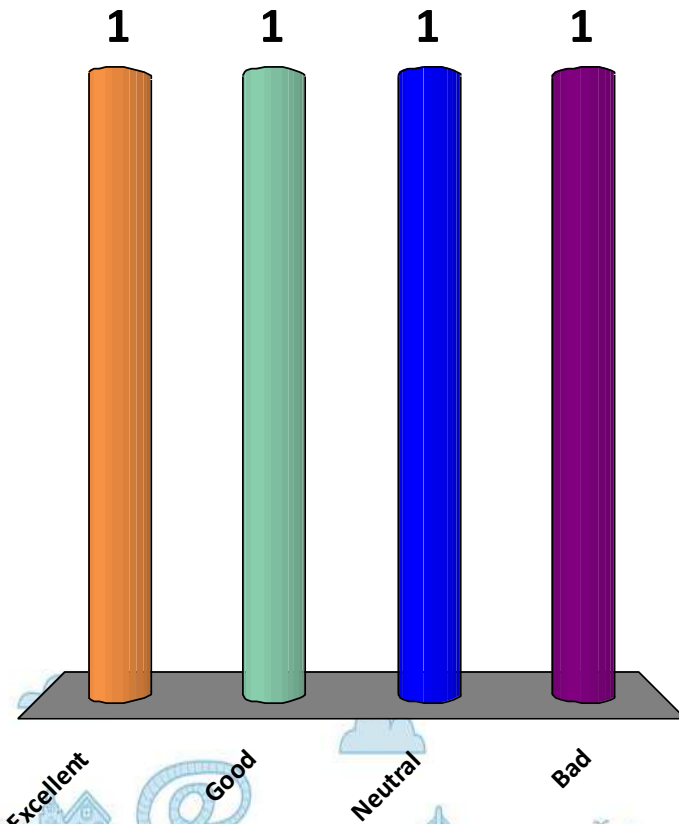
Q. Did you find the session about transforming hospital services informative and helpful?

- 1. Yes
- 2. No
- 3. 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



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
- 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

