SUMMARY ANNUAL REPORT

2014/15
Key facts about Southwark

299,304 residents
144,000 people aged 20–44
1,115 people with dementia
44% of children aged 10 and 11 are overweight
300 languages spoken
Welcome to this summary of our annual report for 2014/15. Our second year of operation has been exciting and challenging and we have seen our plans to improve health services begin to take effect. We have started to make some big changes in many areas such as:

- Transforming primary care – GP practices are working together to provide better access to GPs and practice nurses with an extra 90,000 appointments available including in the evening and at weekends.

- Improving mental health and wellbeing - Southwark talking therapies services saw the highest number of patients in any borough in London; Southwark GPs identified 70 percent of the population likely to be diagnosed with dementia who are now receiving appropriate support; we have opened a wellbeing hub to provide high quality information, advice and guidance that will enable people with mental ill health to access services and support that will promote positive wellbeing, recovery and staying well.

- Supporting people to manage their own health – over 1,000 people in Southwark attended a range of self-management, health education, and diabetes prevention courses over the last year.

But the challenges faced by the NHS locally continue - pressure on health services is growing and we need to change the way we think about services to ensure that they continue to provide the highest possible quality of care for the local population. We want people to feel in control of their lives and their care, with the services they receive planned with them around their individual needs.

We have started to make the changes needed, working closely with local people and other health and social care organisations in Southwark. It will take time but we are making progress and our plans and achievements are highlighted in this summary. You can read the full report on our website www.southwarkccg.nhs.uk

Dr Jonty Heaversedge
Chair, NHS Southwark CCG
Who we are and what we do

NHS Southwark Clinical Commissioning Group (CCG) was created in April 2013 and is a membership organisation made up of all the GP surgeries in Southwark.

We plan, monitor and pay for most of the health services that are available for Southwark residents.

The doctors and nurses from local GP practices, together with a team of health service managers, are responsible for a budget of £380 million. This is allocated to the CCG by the Government.

Our job is to make the best use we can of this money so it best meets your needs.

Health services that we commission (plan, monitor and pay for)

- **Hospital care**
  (for example, out-patient appointments, specialist investigations and routine operations)

- **Rehabilitation services**
  (for example, physiotherapy)

- **Services for people with mental health conditions**

- **Services to support people with “Fully Funded NHS Continuing Healthcare”**
  (for example, people with learning disabilities or who are physically very frail)

- **Urgent and emergency care**
  (for example, A&E and urgent-care centres)

- **Community health services**
  (for example, district nursing)

This means:

- Making sure health services in Southwark are high quality.
- Working with the local community to plan and improve services.
- Having a good working relationship with people who deliver your care and other organisations responsible for local services.
- Making the most effective use of the money we have been given.
How we spend your money

In 2014/15 we were responsible for a budget of £380 million that we used to pay for hospital, community and mental health services for the people living in Southwark.

Where the money goes

- Commissioned Services: Hospital: A&E (£14m)
- Commissioned Services: Hospital: London Ambulance Service (£1m)
- Commissioned Services: Hospital: Outpatients (£35m)
- Commissioned Services: Hospital: Emergency Admissions and Critical Care (£58m)
- Commissioned Services: Hospital: Planned Admissions (£34m)
- Commissioned Services: Hospital: Maternity (£22m)
- Commissioned Services: Hospital: Other (£51m)
- Corporate Costs (£13m)
- Commissioned Services: Client Groups (includes Mental Health and Continuing Care) (£68m)
- Commissioned Services: Community Contract and Primary Health Services (£34m)
- Prescribing (£32m)

Who we buy services from

- Commissioned Services: Acute: King’s College Hospital NHS Foundation Trust (£89m)
- Commissioned Services: Acute: Guy’s and St Thomas’ NHS Foundation Trust (£85m)
- Commissioned Services: Acute: Other Acute (£40m)
- Commissioned Services: Acute: London Ambulance Service (£1m)
- Corporate Costs (£13m)
- Commissioned Services: Client Groups (includes Mental Health and Continuing Care) (£68m)
- Commissioned Services: Community Contract and Primary Care (£34m)
- Prescribing (£32m)

The health challenges we face

Southwark people are more likely to die prematurely from heart and circulation diseases than people living in similar London boroughs.

Lung diseases and lung cancer cause relatively high numbers of preventable early deaths and ill health in Southwark.

The way that patients with diabetes are helped to manage their condition varies a lot across the borough and a high number of people are living with undiagnosed diabetes.

Rates of preventable early deaths from liver disease and alcohol-related hospital admissions are significantly higher in Southwark than they are in similar London boroughs.

Childhood obesity levels in the borough are amongst the highest in England.

- 21% of adults are obese
- 27% of children aged 4 and 5 are overweight
- As are: 44% of children aged 10 and 11

Admission rates and health related quality of life for older people is higher than in similar areas of London. Falls-related admissions are particularly high in Southwark.
Our aim is simple – we want to work with the hospitals, community teams and GPs who provide care locally to make sure that the people of Southwark receive the best care possible and live longer, healthier, happier lives.

We will work to make sure that all Southwark residents have access to high quality, safe and effective health services and that, over time, we narrow the gap in life expectancy between the richest and poorest people in the borough.

**Our vision**

**How we will get there**

Over the next five years, we will need to make big changes in the way that we work. In order to meet our vision of improving health outcomes in Southwark we will:

1. Support the development of Local Care Networks. These will bring together doctors, nurses, social workers, housing support workers, home care workers and therapists to work together to support the needs of individuals, improve health outcomes for the local population, and support the development of healthier communities.

2. Plan and fund more appointments and a wider range of primary and community services. All Southwark patients should have access to the same range of high quality services, seven days a week.

3. Support the development of new providers and provider partnerships that do things differently and better. We want to make sure we bring in new ideas and approaches, in particular using information technology and digital solutions.

4. Plan and fund care that is based on the needs of groups of patients with similar health issues, rather than on traditional services.

5. Plan and fund health services that will deliver agreed outcomes for groups of patients rather than activity such as, number of appointments, number of beds, number of treatments.

6. Focus much more on prevention and early intervention.

7. Enable people to take control of their health and wellbeing.

**AS A CCG OUR TOP PRIORITIES ARE TO.**

1. Reduce the number of early deaths in Southwark.

2. Narrow the health divide between the richest and poorest in the borough.

3. Commission more consistent, high quality services across Southwark.
Progress in 2014/15

Over the past year we have made some exciting changes and improvements that are helping us to deliver our vision. In these pages we talk about some of the highlights. You can read our full annual report for 2014/15 on our website at www.southwarkccg.nhs.uk

Developing primary care

Extended services

GP practices have come together to form two federations, “Improving Health” in the south and “Quay Health Solutions” in the north. These two new organisations are providing extra GP and practice nurse appointments, as well as extra services for patients such as stop smoking support and health checks.

Extended primary care service

Patients have told us that they sometimes find it difficult to get an appointment with their GP. We want to make it easier for patients to see or speak to a GP or nurse when they need to. So we have invested an extra £2 million each year to provide more appointments. The Extended Primary Care Service provides access to GP and nurse appointments 8am to 8pm, seven days a week from two sites across Southwark.

Patients access the service by calling their usual GP practice. A doctor or nurse will assess them over the telephone and provide advice, refer to another service or book an appointment within the practice or Extended Primary Care Service as appropriate.

If patients are not registered with a GP, they can contact a practice near to where they live and register there.

“The service was great from the beginning up to the end. It’s very clean and the staff are very polite. I was also seen very quickly.”

SOUTHWARK PATIENT

“My son needed an urgent appointment and was offered one the next day at the Extended Primary Care Service. It worked really well and he got the treatment he needed quickly.”

DMC CHADWICK ROAD PATIENT
Local Care Networks

The work of Southwark’s two GP federations to extend people’s access to community services and GP appointments is the first part of a bigger jigsaw. We want to bring together health, social care and voluntary sector providers to deliver joined-up care for the people of Southwark. These groups of providers are called Local Care Networks.

Local Care Networks will include:
- the two GP federations
- hospitals (Guy’s & St Thomas’ and King’s College Hospital NHS Foundation Trusts)
- mental health services
- community services (for example foot health and health visitors)
- social care
- housing
- the voluntary sector

Next steps

- We are working with patients, doctors, nurses and managers to decide which areas to focus on first, for example it could be frail older adults, or another group of patients.
- We are working with NHS Lambeth Clinical Commissioning Group to develop joined-up care together through Southwark and Lambeth Integrated Care (SLIC).
- We are looking at how we can share good practice of joined-up care across the whole of south east London (through the Our Healthier South East London programme).

A greater role in commissioning GP services

NHS Southwark CCG has been approved to take on joint commissioning of primary care services with NHS England from 1 April 2015. This will help us as we develop Local Care Networks by allowing us to jointly plan and fund GP services for Southwark patients.

Improving health services in Dulwich and the surrounding areas

In January 2015, we announced that the planned health centre in Dulwich will be a new building in the south east corner of the current Dulwich hospital site. Delivery of the new centre is subject to the approval of a business case, and the CCG and partners are developing this.

From July 2015, we will be engaging with patients and clinicians to make sure that the building works for the people who will be using it. There will also be opportunities for local people to engage about what the centre could look like, how it relates to other buildings nearby and transport implications.
Integrated care – care shaped around the patient

Southwark and Lambeth Integrated Care is a partnership of local health and social care professionals, and citizens in Southwark and Lambeth. We are working together to do more to prevent illness, give people the support they need to manage their own health and wellbeing, and help those who need care to stay independent at home for longer by providing more services in their own homes and in the local community.

In Southwark and Lambeth we are working hard to develop new ways of providing health and social care that will help people like Joyce.

Joyce is a 90-year-old lady who had two strokes, had fallen and seriously broken her leg, and went into a nursing home. Joyce was happy in the home and didn’t want to go to hospital when her GP suspected she had symptoms of another stroke.

The GP was able to use the TALK 24/7 phone service and to get specialist advice so that she could order the right medications for Joyce, which arrived that afternoon.

The GP then rang the Emergency Rapid Response team who saw Joyce that afternoon and started her rehabilitation straightaway so she would be able to feed herself again following the stroke.

Joyce got the care she needed without having to go to hospital.

We want people to feel in control of their lives and their care, with the services they receive co-ordinated and planned with them around their individual needs.

Find out more about integrated care in Southwark by visiting www.slicare.org
Bringing together services to support mental and physical health

We know that mental and physical health are closely connected and we have been working to bring together services that can support both mental and physical health. Some of our key achievements are:

- Creating a team of support workers, nurses, psychologists, psychotherapists and occupational therapists to support older adults.

- Providing psychological and social support alongside physical health care for people with diabetes through the 3 Dimensions for Diabetes scheme. About 280 people accessed the service in 2014/15 and gave positive feedback about how the course helped them to manage their condition.

- About 240 mental health service users with social care needs now receive personal social care budgets. This helps people to feel more in control of their recovery journey and more able to make positive decisions about their life and their future.

Support for people with long term conditions

The CCG has worked with patients, GPs, hospitals, charities, Southwark Council and NHS Lambeth CCG to design services that support residents with long term health conditions to keep themselves well and increase their independence. Training both clinicians and patients has a very important role and we funded places on a number of courses. In 2014/15 over 1,000 people benefited from self-management courses, which help people who have heart disease, lung disease or diabetes get the advice and support they need to manage their condition confidently.

We are also part of a project with the British Lung Foundation and the local Breathe Easy patient group to involve patients in developing services.

Children and young people’s health partnership

We are working with health and social care organisations in Southwark and Lambeth to improve children and young people’s services over the next three years. The plans focus on bringing specialist services into GP practices and providing tailored support to help children and young people and their families to manage long term conditions. Funded by Guy’s and St Thomas’ Charity, the work is at an early stage and we have been involving children, young people, parents and carers in different ways to assess current services and plan for the future.
Working in partnership to bring services closer together

We cannot achieve our ambition on our own. We work with our partners to improve health and wellbeing in Southwark including:
- Southwark Council, and local community
- community and mental health teams
- hospitals
- pharmacists
- dentists

We are part of the Southwark Health and Wellbeing Board, which is a statutory committee of Southwark Council and ensures that key partners from across the health and social care system work together to improve the wellbeing of our local population.

We are also thankful to the Guy’s and St Thomas’ Charity, which continues to support some of our most important programmes of work locally including Southwark and Lambeth Integrated Care (S LIC) and our emerging leaders in primary care.

How we’ve used patient feedback in our planning

Local patients and residents are at the heart of what the CCG does. All of the developments you read about in this summary report have involved, and continue to involve, patients and residents in Southwark.

Our engagement team continued to put a range of support and development opportunities in place to help patients to build skills and knowledge to help shape the NHS. This included:
- A specific workshop to promote patient participation.
- Regular dedicated training sessions on the role of patients in shaping the NHS and how to run effective meetings.
- Funding all Southwark GP practices to be members of the National Association for Patient Participation (N.A.P.P).
- Funding patient representatives to attend the N.A.P.P conference.

Public engagement played a major role in developing:
- The Extended Primary Care Service.
- Our model for Local Care Networks.
- Our plans for a new health centre to serve Dulwich and the surrounding areas.
- A new mental health wellbeing hub.

WE ALSO UNDERTOOK:
- A review of primary care counselling services and have continued on-going involvement of service users in the procurement of a new talking therapy service.
- Further engagement with local people to understand what motivates and hinders them in maintaining a healthy weight, to consider what elements of the service would meet their needs and to consider what outcomes would be important to them in measuring a new service.
Along with the five other CCGs in south east London, NHS England, local councils, hospitals, mental health and primary and community care services, we are also supporting the on-going engagement of local people to help us to develop the Our Healthier South East London strategy. This is a five year plan to improve health and health services across south east London.

We are developing a new healthy weight service. The service will be an important part of wider healthy weight services and will provide an alternative for some people to having operations such as bariatric surgery.

Throughout January and February 2015 we spoke to people in Southwark about their experiences of trying to lose weight and what services could help them to achieve this.

We used the data and information we collected to help us plan the next phase of our engagement. We ran two targeted workshops in April 2015 for people who have a BMI of 40+ or 35+ and weight related illnesses such as diabetes. The people that were invited would be eligible to use the service and therefore are best placed to tell us what they think is needed. Some of their comments are highlighted below.

We hope to start this new service in winter 2015/ 2016.

“People could become champions within their communities to promote access to the service and its benefits.”

“We should not refer to people using this service as patients but as service users or clients.”

(The service needs to offer) “Non-judgemental, warm, supportive, encouraging environment.” “Passionate staff that keep in close contact with client about progress.”

You can read a full report on the Get Involved section of our website www.southwarkccg.nhs.uk

How to get involved

Help us to improve healthcare services in Southwark

We would like to hear your ideas for how we can improve healthcare services locally and your responses to questions like:

- Did you find it easy to access services and get an NHS appointment in Southwark?
- Did you know where to go?
- Is there a more convenient place for you to receive this service in your local area?
- Do you think the service you received could have been more efficient?

To receive regular information about the CCG, call the Patient and Public Engagement Team on 020 7525 7888 or email souccg.southwark-ccg@nhs.net

Join your patient participation group

Attending your GP patient participation group (PPG) means you can work with your GP and practice manager to deal with issues that affect you, other local people and your GP surgery.

If you are interested in joining a group, ask at your GP practice, or let us know by contacting the Patient and Public Engagement Team on souccg.southwark-ccg@nhs.net or call 020 7525 7888.

Not registered with a GP practice yet? It’s easy

Contact a GP practice close to where you live and ask to register. You can telephone the practice or just walk in to reception.

The receptionist will ask you for a few personal details so they can register you. They might also arrange a health check for you.

If you need help finding your nearest practice call NHS England on 0300 311 2233 or visit www.nhs.uk
Contact us

You can find out more about our work at www.southwarkccg.nhs.uk

You can write to us at

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