Annual General Meeting

3 September 2015
Welcome

Dr. Jonty Heaversedge
CCG Chair
CCG Annual Report and Key Achievements 2014/15

Andrew Bland
CCG Chief Officer
Annual Report 2014/15 and key achievements

• Plans to **transform and improve services** for our population began to take effect.

• Focused on making sure the providers we commission deliver **performance standards, safe and good quality** services.

• **Annual Report** reflects on a number of the **CCG’s achievements**. These successes are summarised on the following slides.
Transforming the health and care system in Southwark (1)

- A new health centre planned for Dulwich.

- Additional capacity in ‘@home’ and Enhanced Rapid Response services.

- Established innovative 3 Dimensions for Diabetes with King’s Health Partners.

- Commissioned an enhanced multidisciplinary Learning Disability Intervention Team.

- Developed and implemented a joint Care Home Quality Improvement Strategy.
• Adults eligible for NHS continuing healthcare offered a personal health budget.

• Engaged with local residents, key partners and member practices to identify the benefits of co-commissioning primary care.

• One of just six boroughs nationally to be given full unqualified approval for its £21.5m Better Care Fund plan.

• Invested £4.25m into primary and community services in 2014/15 to support extended GP access; quality improvement schemes; admission avoidance programmes and out-of-hospital pathways.

• Additional access to primary care, amounting to 87,000 appointments per year. Delivered from 8am-8pm, 7 days a week by neighbourhood practice federations.
• A&E and referral-to-treatment **waiting times** were a significant challenge in 2014/15.

• Oversaw a **reduction in the number of people still waiting** over 18 weeks for treatment at King’s.

• Significantly **reduced very long waits**.

• Southwark people attending **A&E or admitted as non-elective patients** **stabilised** for the first time in years.

• **Mixed sex accommodation breaches were minimised**, which improved inpatients’ reported experience of care.

• Rates of MRSA **infections remained very low**.
• Urgent (two week) cancer waiting times target consistently delivered.

• IAPT services in Southwark saw the greatest number of patients of any CCG in London.

• More residents with dementia are now known to the NHS, ensuring they can access the treatment and services they need.

• System of quality alerts in place. Primary and community care clinicians can flag matters of concern to local hospitals.

• CCG Quality Report rolled-out.
• **On-going quality review** with providers; local authority; regulatory agencies (e.g. CQC, Monitor); NHS England and people in Southwark to identify and address issues relating to care quality.

• **Transforming Care programme fully implemented.** Southwark identified as a national example of excellence in practice.

• **Robust arrangements** are in place to support effective **safeguarding** for adults and children.
Engaging patients and local people

- CCG ran a number of engagement programmes and events in 2014/15.

- CCG member practices each run Patient Participation Groups (PPGs), which meet as locality PPGs once a quarter.

- In 2014/15 the CCG set up an Engagement Programme Board to work with the CCG to plan and shape engagement and to support patient and public involvement in the CCG’s commissioning activities.
CCG Annual Accounts
2014/15

Malcolm Hines
CCG Chief Financial Officer
## Key financial performance duties

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<th>Duty</th>
<th>2014-15 Target (£,000)</th>
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• **Met all statutory financial performance duties** in 2014/15.

• Demonstrated **strong financial performance**, achieving a surplus higher than originally planned: £7,277,000 against a plan of £5,972,000:
  
  o £810,000 underspend on running costs.
  o £869,000 of CCG’s contribution to the National 2014/15 Continuing Care Risk Pool was returned to the CCG from NHS England.

• No capital resources allocated in 2014/15.

• CCG accounts audited by Grant Thornton UK LLP. The **auditors signed-off the CCG accounts**.
CCG expenditure 2014/15

- A&E (£14m)
- London Ambulance Service (£11m)
- Hospital - outpatients (£35m)
- Hospital - emergency admissions and critical care (£58m)
- Hospital - planned admissions (£34m)
- Hospital - maternity (£22m)
- Hospital - other (£51m)
- CCG corporate (£13m)
- Mental Health, client groups & continuing care (£68m)
- Community and Primary Health Services (£34m)
- Prescribing (£32m)
Co-ordinating services: building quality care together

Mark Kewley
Director of Transformation & Performance

Dr Jonty Heaversedge
CCG Chair
Patient stories film

Understanding how we can improve
Southwark is a Vibrant and Creative Place

• A vibrant and diverse population. An exciting place to be.

• Working with local residents and care providers to come up with creative ideas to help deliver the best possible health outcomes for Southwark people.

• At the forefront of thinking about creating person-centred and coordinated care.

• People in Southwark already benefitting from some of these innovative approaches.
Innovation: Making Care Better for Southwark People

Support in every day living
- Social prescribing
- Integrated care management
- Self management education

Support at times of crisis
- Street triage
- Community Rehabilitation (NETT)
- ERR and @home

Local Unified Care Record
Innovation: Transforming Primary Care in Southwark

GP Federations

GP Units & Community services
Four neighbourhood groups of practices; geographically coherent around natural communities.

Three community multi-disciplinary teams.

Two GP federations (Improving Health and Quay Health Solutions) holding contracts for services and quality improvement schemes.

Three emerging local care networks.
Innovation: Improving Access to Primary Care Services

- **Invested over £2m** per year in a new extended primary care service.

- **Patient feedback** that told us:
  - It’s difficult to get a GP appointment
  - the system is difficult to navigate
  - urgent care services are inequitable and fragmented.

- Prime Minister’s Challenge Fund site: **£1 million** to support setup.

- An additional **87,000 GP and nurse appointments**.

- Designed and delivered by local practices.

- Model to **offer new services** (e.g. routine appointments).
Innovation: Improving Access to Primary Care Services

- Access **8am-8pm, 7 days** per week.

- Delivered from **Lister Health Centre** (launched 11 November 2014) and **Bermondsey Spa** (1 April 2015).

- Accessible through **local general practice** or **SELDOC**.

- **Telephone management** with GP or senior nurse.

- GP / nurse can see **primary care record** (with patient’s consent).

- **9,821 GP and nurse appointments** delivered to date.

- Patient **feedback has been positive**. 90% of patients would recommend the service to a friend or family member.
Innovation: Improving Access to Primary Care Services

Programme of community outreach targeting working age adults, parents/carers of young children, seldom heard groups

Marketing materials to support conversations

Delivered by a mix of clinicians, CCG and SELDOC staff

Seeking views on broad experience of general practice, EPCS (from those who have used it)
Innovation: Improving Access to Primary Care Services

King’s College Hospital NHS Trust

Advising London

Surrey Quays Shopping Centre

Southwark Council

ASDA

Aylesham Centre

Coin Street Community Builders

The Big Lunch: an eden project


Coin Street

The Dragon Café

Canada Water Culture Space

East Street

Blackfriars Settlement

Creating New Opportunities Together

Victory Primary School
Innovation: Investing in Primary Care Leadership

- **Primary care development programme** across Southwark and Lambeth.
- Supports GPs and practice managers to:
  - develop the **skills** necessary to lead change
  - **shape and transform** primary care
  - **engage** in wider system change
  - introduce **innovative** ways to **improve** care for people locally.

- **18 ‘emerging leaders’** across Lambeth and Southwark.
- £1.2m from Guy’s and St Thomas’ Charity.
- Time and space for leaders to:
  - Establish and **lead** GP federations
  - **Engage** with general practice, citizens, and other health and care providers
  - **Accelerate change** in other transformation programmes (e.g. Southwark and Lambeth Integrated Care).
Film Co-ordinating Services
What Next: Our Journey to Local Care Networks
What Next: Our Journey to Local Care Networks

• **Bringing together** health and care providers to transform services.

• **Better quality community-based services**, a proactive and preventative approach, and multi-disciplinary working.

• Shift away from medical model to a more **person centred approach**.

• **LCNs** are in the early stages of development.

• **Current focus** on improving: reablement and community nursing services, social prescribing, long term condition management and immunisations.
What Next: Our Journey to Local Care Networks

• LCNs will be commissioned to deliver services and be measured on the **achievement of outcomes** that are meaningful to patients.

• CCG must start to **contract** across a **whole pathway** or for a particular **segment** of the population.

• This approach will encourage **investment in prevention and primary and community care** – reducing demand on costly secondary and tertiary services.
Questions and Answers
Closing remarks

Dr Jonty Heaversedge
CCG Chair
Thank you