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Dr Jonty Heaversedge
Chair, NHS Southwark CCG

Welcome

Welcome to the NHS Southwark Clinical Commissioning Group (CCG) quarterly newsletter. You have received this because you have signed up to our mailing list or have expressed an interest in receiving updates from your local NHS. We will be letting you know what we have been up to, our upcoming plans and activities and information on how you can get involved. If you do not want to receive this newsletter you can [email us to unsubscribe](#).

The future of your health services: Southwark's Five Year Forward View

Last year we developed a new five-year shared strategic vision with [Southwark Council](#). It is an ambitious plan, which describes a very different approach to planning, buying and providing services in Southwark. This is our attempt, in the context of a challenging environment, to lead the system locally and achieve improved outcomes; better value; and sustainable high quality service provision for local people. There are a number of ways we will achieve this, including:



- incentivising closer working between health, social care and voluntary sector organisations
- commissioning services based on health outcomes for patients rather than the activity of organisations that provide services
- connecting up services around the patient by developing [Local Care Networks](#)

- focusing more behaviour change and early intervention to prevent people becoming unwell in the first place
- encouraging the development of resourceful communities – groups of people who come together, formally and informally, as part of a social network that can help and empower individuals to live well, supported by person-centred health and social care services.

You can read more about these plans in a [recent blog](#) by our Chair, Dr Jonty Heaversedge.



Over 95% would recommend Extended Primary Care Service to friends and family

Local patients have praised our [Extended Primary Care Service](#) – which offers extra GP and nurse appointments in the daytime, evening and at weekends.

Every month over 4,000 extra appointments are offered to people who need to be seen on the same day or next day. Over 95 per cent of patients who have used the service would recommend it to friends and family.

Next time you are unwell and need to see a doctor or nurse, contact your usual GP practice. If you need to be seen quickly but they are unable to offer you a same-day or next day appointment, ask to be seen at the Extended Primary Care Service. Your practice can book an appointment for you and tell you where you need to go.

If you are unwell and your practice is closed, call the GP out-of-hours service (SELDOC) on 020 8690 9066. If you are not registered with a GP, call or go into a practice close to where you live and ask to register. You can find a list of local surgeries at www.healthhelpnow-nhs.net



New app used nearly 10,000 times since December – have you tried it yet?

Since its launch across south east London in December, [Health Help Now](#) has been used nearly 10,000 times.

The free app helps you to check symptoms and find the best place for treatment and see which nearby services are open. No matter where you are in any of the six south east London boroughs, if you need health advice in a hurry, later at night or at the weekend, the app will quickly guide you to the most appropriate support nearby.

If you have not tried it yet, download it now for free by searching for Health Help Now in your app store or visit www.healthhelpnow-nhs.net

Your health, your story

To make sure we are planning and buying the right health services for Southwark residents we listen to local people to find out what works for them and what needs to be better. In every issue we will be sharing some of the insights from this exchange with local people and how we use their feedback to make sure services meet their needs.



Tina Thorpe, 56 from Dulwich, has metabolic syndrome. This includes obesity, type 2 diabetes, high blood pressure, chronic kidney disease and retinopathy. Tina used to work as a nurse in the army before being diagnosed with lupus in 1986. She had to leave her job and found it hard to come to terms with the diagnosis and civilian life. This led to inactivity and emotional eating to cope with her symptoms.

“There was not enough time to discuss the whole picture with the GP – even with a double appointment. I found it really difficult to get guidance and support and had to shout for any services I received.

“I needed help from someone who could look at me as a whole person. It would have really helped to have on-going support for my weight management to keep up my morale and give encouragement if I felt myself slipping back into old ways.

“Finally, one doctor – a rheumatologist - sat down and listened to me and explained that I had metabolic syndrome and the connections between all of my illnesses. I was finally referred for help and I am now motivated to change.

“I have lost over two stone and I want to start working again. I have been involved in [developing a new healthy weight service](#) in Southwark. I have also shared my experience of services with the CCG to improve the way they work for other people. I want to be healthy once more and feel health professionals should be aiming for their patients to feel excellent and not just ‘ok’.”

Award winning ways to involve you in our work

In December our work to involve local people in creating a new [healthy weight service](#) was recognised by Guy’s and St Thomas’ NHS Foundation Trust. We won the [‘Involvement to Impact’ award](#) for the way we worked with people who have been struggling with losing and maintaining a healthy weight, to design a new support service.



With a clear picture of what local people want, we are now finalising details of how the service can be rolled out locally. In November, we held a meeting where people who will use the service told their story to potential service providers. We are also inviting two healthy weight champions to be part of the next steps to get the service up and running so that the voice of people who will use the service continues to be represented.

We are proud to share that our engagement work has recently been rated as 'outstanding' by NHS England, who monitor and assure how we involve patients and the public in the way we plan and buy local services. Read about [what we did to achieve this](#).

Aylesbury residents make healthy start to 2016

Over 60 residents from the Aylesbury estate came to our health and wellbeing fair in January. The event was an opportunity for residents to find out about which local services can help them to lead a healthy lifestyle. People got advice on exercise classes, stop smoking support, sexual health services and what to do when you are worried about your [mental wellbeing](#).



[Free NHS health checks](#) for people aged 40-74, free massages and a free hot and healthy lunch also made the event a big hit with residents.

We also asked for people's thoughts on our work to improve health and care services through the [Our Healthier South East London](#) strategy. We heard some positive stories about excellent care received across the borough and also some areas we can improve on. We will be using this feedback to shape our plans. If you have not done so already, [tell us what you think of our ideas](#).



Testing ideas to improve orthopaedic care

We are working with the five other CCGs in south east London on a five year strategy to improve health and care services for everyone called [Our Healthier South East London](#). Together we are seeking to address a number of challenges that face the NHS. We want to deliver more care outside hospital in community settings and focus on helping people to stay well, making services more joined up and making sure that everyone gets the care and outcomes they expect from their NHS.

One of our biggest priorities is thinking about how we could improve the way we provide orthopaedic care – treating conditions that affect the musculoskeletal system (bones, joints, ligaments, tendons, muscles and nerves).

A number of different options are emerging for how we might make improvements in this area. We think that by consolidating some planned orthopaedic operations, this will ensure better quality of care for people in south east London. It should also help reduce the number of cancelled operations because the surgical theatres and beds will be used for planned operations only.

No final decisions have been taken and the detail behind these ideas is still being developed with the input of local clinicians, patients and others.

[Find out more and tell us what you think](#)



East Dulwich Hospital site planning consultation event

Our work to bring a wider range of healthcare services closer to the local community in Dulwich enters an exciting new phase this month. We are working with local partners to deliver a new primary and community healthcare centre. Local residents are invited to attend a planning consultation event on Tuesday 22 March where you can find out more about these proposals. The event runs from 4.30pm – 7.45pm in the main hall at the United Reformed Church, East Dulwich Grove, SE22 8RH. You can also comment on proposals online between 22 – 29 March – look out for information published on the [news pages](#) of our website on 22 March. For more information about the event, contact housingregen@southwark.gov.uk or call 020 7525 1173.

Joining up patient care in Southwark and Lambeth

NHS organisations in Southwark and Lambeth have joined forces to improve patient care by sharing electronic patient records through a new secure system. The Local Care Record allows GPs, hospital and community healthcare staff to see important information about a patient at the touch of a button before making any decisions about their treatment.



Patient care will be improved because clinicians will be able to see information such as test results, medication and previous treatments to help them make any physical and mental health treatment decisions.

Dr Saadi Doha, GP at Lordship Lane Surgery, said: "The Local Care Record is really easy to use and allows staff to quickly see all the patient's letters and test results when needed. Previously we would have had to wait for test results and X-rays or chase up information, which was frustrating for us and our patients."

The Local Care Record is being rolled out across GP practices in Southwark and Lambeth over the next few months. For further information visit www.kingshealthpartners.org/localcarerecord.

New 24 hour mental health helpline launches in Southwark, Lambeth and Lewisham

People experiencing mental distress in Southwark, Lambeth, Lewisham and Croydon can now get advice and support via a [new 24 hour helpline](#).

The line is for patients, carers and anyone who needs advice, help and assistance while in crisis or facing difficulties dealing with mental illness.



[South London and Maudsley NHS Foundation Trust](#) launched the support line in December as a single point of contact for advice on mental health and medication, accessing services, crisis reviews and liaison with care teams.

The helpline is jointly funded by the four borough's clinical commissioning groups (CCGs) and is staffed by a team of six nurses covering 24 hours a day. Nurses explore with callers the reasons for their call and identify what help they need at the time, and in the future.

The freephone support line number is 0800 731 2864.

Supporting people with dementia

In the [last issue](#) we told you about our work to improve dementia services in Southwark. We want to make sure that the best possible support is in place for people with dementia and their carers. Following a number of events and meetings involving people affected by dementia, we are examining their feedback on what works well and what needs to be improved. Together with Southwark Council we are using this feedback to plan what dementia services in Southwark need to look like in the future. We will be publish details on [our website](#) and in the next newsletter once these plans are confirmed.