



October 2016



**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



Following publication of the [NHS Five Year Forward View](#), all NHS regions in England are required to work together and with their local councils to produce a Sustainability and Transformation Plan (STP). Across south east London this work is being carried out by clinical commissioning groups, hospitals, community health services and mental health trusts, with the support of local councils and members of the public and builds on the strategy developed through [Our Healthier South](#)

[East London](#).

The STP describes how local health and social care organisations will work together to produce a population based strategy to deliver safe and high quality services now and in the years to come. Find out how the [STP aims to ensure financial and clinical sustainability over the next five years](#).

As well as planning with colleagues in south east London, we have also set out our joint local vision with Southwark Council in the Southwark Five Year Forward View of health and social care. This document describes the challenges that face us in Southwark, and the approach we will take to address them. Read the [full document](#) or the [summary version](#).

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## Progress on our plans for new health centre in Dulwich



Southwark Council's Planning Committee has given the go ahead for a new healthcare centre and community secondary school to be built on the Dulwich Community Hospital site.

The new health centre will provide a range of primary care, children's services, some diagnostics, a physiotherapy unit, a renal dialysis unit, community mental health services and services for patients with long term conditions. The plans ensure that the health services that are currently available on the site will continue to be provided there until the new health centre is ready for use.

Dr Roger Durston, NHS Southwark CCG's GP clinical associate for the Dulwich programme said: "I am absolutely delighted that our plans have been approved. We have worked hard to ensure that patients, health professionals and local people have been involved in developing these plans. We are now in a position to bring new and better healthcare services to the local community." Find out more about our [plans to improve healthcare services in and around Dulwich](#).

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## 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. Every issue, we share some of the insights from this exchange with local people and how we use their feedback to make sure services meet their needs. This time, we hear from Michael (we have changed his name to protect his identity).

**Michael** has a long and extensive psychiatric history, including a diagnosis of paranoid schizophrenia. For many years he has lived with anxiety about dying as well as feeling that his body is closing down on him and experiencing panic attacks, which can last for up to two hours.

Michael's mental health is challenged by the impact of his physical health. He has chronic kidney disease and attends dialysis three times a week. He has a history of not attending these appointments due to anxiety. Michael also has poor eye sight, Type 2 diabetes and at the moment he is clinically obese.

Michael was referred to a supported living placement through a service commissioned by NHS Southwark CCG. Staff at the service work with Michael to make sure he attends his dialysis appointments by arranging transport to collect and drop him back to his placement. Michael agreed with staff to monitor his blood sugar levels three times a day and together they put a plan in place that told Michael and those caring for him what action needed to be taken if his levels were too high or too low.

Michael asked to work with the chef at the placement to develop a personalised diet plan, which he will attempt to work towards as a way of addressing his obesity.

As Michael has got into the pattern of attending dialysis, improving his diet and better monitoring of his blood sugar levels he has grown in confidence in doing tasks for himself.

He has now been allocated a new care co-ordinator who visits him twice a week to work with him on his wellbeing. Mentally, Michael has remained stable, he says he no longer feels as anxious as he used to. Michael has made positive progress in his mental health especially with his identity, responsibility and living skills.

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## Southwark residents to benefit from new diabetes prevention programme



Southwark is one of the first places in the country to offer a new evidenced based behavioural programme to help people avoid developing Type 2 diabetes.

Over the next 12 months, all people who have already been identified as at risk of diabetes will be sent a letter offering a place on the programme. Suitable people will continue to be identified via the NHS Health Checks programme or their GP.

Patients who are referred get tailored, personalised help to reduce their risk of Type 2 diabetes including education on healthy eating and lifestyle, help to lose weight and bespoke physical exercise programmes, all of which together have been proven to reduce the risk of developing the disease.

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## Passionate about the health of your community? Become a diabetes community champion



If you want your community to be healthier and would like to get involved in health promotion work – we need you!

We are working with Diabetes UK to recruit diabetes community champions to raise awareness of and help prevent diabetes. It is an opportunity to engage and connect with your local community and build your confidence, while helping you to develop new skills. Find out more by emailing [communitychampions@diabetes.org.uk](mailto:communitychampions@diabetes.org.uk) or

calling 020 8424 1833.

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## 'My voice counts' – young people tell us how to improve their health and wellbeing



We think it is really important to talk to young people and families about what matters to them and what keeps them happy and healthy.

Earlier this year we worked with Healthwatch Southwark to hold My Voice Counts, an event for people aged between 16 and 20 to tell us about the health issues they face and work with them to discuss

potential solutions.

With the support of [London Bubble Theatre Company](#) we created a performance focused on health issues young people have told us matter to them, including sexual health and mental health. This helped to fuel discussions on what we can do to improve local services.

Young people told us about the importance of being taught about healthy relationships for males and females, better teacher training to improve education around sexual health, better advertising of mental health services and better education around what good mental health looks like.

We're using the feedback from the event to inform our work with Southwark Council to develop a new framework to make sure children and young people from 0-25 years have the best possible health and wellbeing outcomes. [Find out more about what young people told us.](#)

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## More GP and nurse appointments in daytime, evenings and weekends



Our [Extended Primary Care Service](#) continues to grow in popularity with local people who need fast access to a GP or nurse. The service offers over 4,000 extra appointments every month from two sites in the north and south of the borough. 95% of people who have used the service would recommend it to friends and family.

To get an appointment 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, you can ask to be referred to 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. SELDOC can also book you into the Extended Primary Care Service.

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## Need health help in a hurry? Try Health Help Now...



Since its launch across south east London in December 2015, the [Health Help Now](#) website has been used over 11,000 times and over 1,500 people have downloaded the app.

The free app helps you to check symptoms, 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've 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](http://www.healthhelpnow-nhs.net)

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## Improving orthopaedic services in south east London



We are continuing to work with partners across south east London to [improve the way orthopaedic care is provided across the six boroughs](#). We are considering a proposal to consolidate planned orthopaedic surgery into two elective orthopaedic centres. We think this will ensure better quality of care, reduce the number of cancelled operations and reduce waiting times for procedures.

Patients will continue to have their outpatient appointments, initial diagnostics and follow up care at their local hospital, with only the operation itself taking place at an elective centre. Hospital trusts that provide planned orthopaedic care in south east London are working on plans to describe how a consolidated service might work on their sites.

No final decisions have been made and the detail behind these ideas is still being developed with the input of local clinicians, patients and others. Before making any decisions on which sites will be considered there are a number of important steps to take, including a review of proposals by NHS England. Once final options are agreed, if they could result in a significant service change, a public consultation would be required. If necessary, this could happen towards the end of 2016.

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## Making integrated care a reality in Southwark and Lambeth

A new report has highlighted the positive impact of [Southwark and Lambeth Integrated Care \(SLIC\)](#) on improving care for local people and integrating health and social care systems across the two boroughs.



Set up in 2012, SLIC was a partnership of commissioners and providers, with citizens, working together to improve the value of care in Southwark and Lambeth to help local people live healthier and happier lives. During the four year lifespan of SLIC some of the headline achievements include:

- 100% of patient records are now available to GPs and the three hospitals as a result of the [Local Care Record](#), leading to 75% fewer calls from GPs to hospitals chasing information. The Local Care record recently won 'Best use of IT to support integrated healthcare services' at the recent [ehi Award finalists](#).
  - Despite the population of Lambeth and Southwark aged 65 years and over growing by 5%, hospital admissions and bed days were stabilised, and residential and nursing home placements were reduced 61%
  - 14,500 people have benefitted from a Holistic Assessment (HA), creating a care plan with their GP to address their individual needs
  - 1,500 calls to the Telephone Advice and Liaison (TALK) service have resulted in 720 people avoiding admission to hospital
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## Past performance and future plans discussed at our Annual General Meeting



We welcomed patients, residents, partners and stakeholders to our AGM on Thursday 29 September at Cambridge House.

This gave us an opportunity to share our achievements of 2015-16 with the wider public and to explain what we intend to focus on during 2016-17. Staff also outlined the CCG's priorities and plans for the next five years.

Chair Dr Jonty Heaversedge said it had been a challenging year, but with continued determination and effort, we can achieve our ambitious plans to deliver better care to patients and ensure health services in Southwark are fit for the future.

If you'd like more information about our performance or Five Year Forward View, visit [our website](#).

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## Southwark Patient Participation Group Network (SPPGN)

The SPPGN brings practice staff and patients from across Southwark together to develop solutions to common issues and to share good practice across PPGs in Southwark. The network communicates via a range of tools including quarterly face to face meetings and an online forum. It's open to all patients and practice staff in Southwark who are current PPG members or have an interest in joining..

There's also an online forum hosted by MyPPG. The forum is very easy to use and a great way to discuss topics with other members, whenever is convenient for you. We have over 40 people now registered across Southwark. It is there for you, so please do get involved.

The next meeting of the SPPGN is Wednesday 9 November, 2:30pm-4:30pm at Cambridge House, Camberwell. The topic will be 'how PPGs can support and develop practice systems and processes.'

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## Shaping the future of our local GP services

We are looking at ways of making decisions about the future shape and management of GP services so they are more responsive to patients' needs. Residents of Southwark are invited to come and listen to the different options and give their views at an engagement event taking place on Tuesday 25 October, 5.30pm to 8pm at Cambridge House, 1 Addington Square, Camberwell.

To find out more, please visit [Shaping the future of GP services](#) or [book your place here](#), email [souccg.southwark-ccg@nhs.net](mailto:souccg.southwark-ccg@nhs.net), or call 020 7525 7888.