

# Quarterly News

February 2017

## Welcome

'Welcome to the NHS Southwark Clinical Commissioning Group (CCG) quarterly newsletter. It has been a busy start to us, as it has been for all our colleagues the NHS; but as always, we are working deliver improvements to health care in Southwark and are pleased to be able to you on progress of some exciting projects initiatives. I hope you find this bulletin useful and interesting and I thank you for your continued interest in NHS Southwark CCG.'

**Dr Jonty Heaversedge**  
**Chair, NHS Southwark CCG**



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## In this issue

- Progress updates on developing our Local Care Networks, Dulwich Hospital plans and our partnership work with Southwark Council
- Southwark's success in early HIV diagnosis and the CCG's efforts during Antibiotic Awareness Week.
- How we are making services more accessible through the Extended Primary Care Service and online including the Health

Help Now app.



News



## Involving patients in strengthening our Local Care Networks

Southwark Local Care Networks (LCN) bring together doctors, nurses, social workers, home care workers, the voluntary and

community sectors and Healthwatch to work together with shared goals to improve the health and wellbeing of the local population. Throughout this year and next, Southwark LCNs will be designing, implementing and managing health and care services for the people of Southwark who have three or more long term health conditions.

In order to do this, they need to understand the experiences of people who have three or more long term health conditions. GP federations (groups of GPs working together in north and south Southwark) wrote to around 2,000 patients in October 2016, inviting them to be involved in this project and we had responses from 120 people who were interested.

Nearly 50 people were interested in giving their story as part of this work and, working with Healthwatch and Revealing Reality, we have visited 16 people to listen to their in-depth stories. We also have some films on our [YouTube channel](#) of people talking about living with long term health conditions.

22 local people joined us for a workshop on 19 January 2017 to tell us what was important to them, and what needs to be put in place across health and care so that everyone involved in their care and support (including family members) knows what's important to the person and how to support them. We were joined by GPs, nurses, hospital doctors, pharmacists, social workers, voluntary and community sector colleagues in the afternoon to join in the conversations about what we need to put in place so that everyone

involved in someone's care knows what their goals are and how everyone can work together to help people achieve these.

A report is currently being written of what people said which will help inform the LCNs in knowing what they need to put in place to improve care for this group of people and their families. One attendee commented: "My thanks for what felt a very well thought out, considerate and comfortable patient engagement event. I hope the outcome will make a meaningful contribution to improving peoples' lives."

LCNs are described in more detail in Southwark's [Five Year Forward View](#).



### Your health, your story

Carol lives in Southwark with her son, Sean. She has multiple long term conditions, including asthma and diabetes type two. Although life can get her down sometimes, she is able to pick herself up and look forward to special things like seeing her family when they visit. Watch [Carol's story](#).



### Update on plans for Dulwich Hospital site

Following granting of planning permission last year, we are now finalising the designs for the new health centre to be built on the Dulwich Community Hospital site. The remainder of the site will transfer in phases and will be developed for the Charter School East Dulwich.

Working closely with the school's design team, workshops have been held in which we talked to patients and clinicians about the way the new health centre building might be developed so that it best suits the services to be provided. There have also been public events where local people had the chance to see some of the initial design proposals.

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. Visit [our website](#) for the latest developments in Dulwich.

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## **Southwark leads on national drive to increase early HIV diagnosis**

Two out of five people newly diagnosed with HIV are diagnosed at a late stage. This means they may no longer be able to receive potentially life-saving treatment and they may have inadvertently passed the virus on to others before diagnosis.

With the aim of reducing the rate of late HIV diagnosis in the borough, we are piloting a new approach to HIV testing, encompassing raising awareness of the signs and symptoms and empowering GPs to include HIV testing as part of their differential diagnoses when consulting with patients.

Also, our HIV Peer Support Service has expanded to ensure HIV patients are supported throughout mainstream services and signposted to appropriate pathways.

For more information about HIV testing in primary care and to watch the #ChangeTheFaceOfHIV film, go to: [Change the face of HIV](#)

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## **Working in partnership with Southwark Council and the community**

We are establishing a joint team with Southwark Council to ensure that we work together to improve health and wellbeing for people in Southwark. Our joint team focusses on specific areas where both organisations have responsibility: children and young people; mental health; and older people/those with complex needs.

We also worked with the council and local voluntary and community groups to launch a new strategy on how local authorities can work more cohesively with the local voluntary and community sector. The [full strategy](#) can be found on the council's website.

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## **Extra GP and nurse appointments in Southwark**



Nearly half of people who attend an Emergency Department are discharged because they don't need treatment. If you don't have a serious illness or life-threatening condition you could be seen quicker and closer to home at a GP surgery.

[Extra GP and nurse appointments](#) are now available in locations across Lambeth and Southwark in the daytime, evening and at weekends.

Every month over 12,400 extra appointments are offered to people who need to be seen the same day or next day. Over 95% of patients would recommend the service to friends and family.



## Online consultations

The CCG is working with the GP federations and patients in Southwark to introduce a system which will enable patients to

access online consultations for urgent and regular care. The CCG will build on learning, having previously tested online consultation systems as part of the Prime Minister's Challenge Fund.

We are also actively encouraging patients to sign-up to [online patient services](#) which enable them to book and cancel appointments, access medical records and order repeat prescriptions online. We are also working with Age UK Lewisham and Southwark to train digital champions who can support others to access online services.

## New online and mobile app to help you find the right treatment

We have a new online and mobile app to help residents find the most appropriate treatment or health service provider - depending on what's wrong, where they're located and the time of day. The Health Help Now



app can help residents find a late night pharmacy or weekend GP or nurse appointment nearby when feeling under the weather. It's available to all Southwark residents free of charge on a smart phone or [online](#).

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## Prof John Moxham steps down from our Governing Body



Professor John Moxham stepped down as a member of NHS Southwark CCG's Governing Body at its meeting on 12 January 2017.

He was presented with a tankard by Chair Dr Jonty Heaversedge, who thanked him for his service and valuable contribution to the CCG. More [here](#).

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## New health check films for people with learning disabilities

NHS Southwark CCG has launched a film about why health checks are important for people with learning difficulties. People with learning disabilities have poorer health than the general population. This is because people in this group are more likely to have difficulty saying how they feel and seeing a doctor or nurse when they need to. Find out more on [our website](#) or you can watch the film on the CCG's [You Tube channel](#).

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## 'Outstanding' engagement work



We are pleased to have been assured by NHS England as 'outstanding' in [meeting our patient and public participation statutory obligations](#).

individual duty.

We received 'outstanding' for both meeting the collective duty to involve and also for meeting the

NHS England said this outcome was because our vision for engagement was integral to delivery of our overall strategy; corporate objectives included patient and public engagement and the CCG had an excellent understanding of the local population and health inequalities. There were also many outstanding examples of engagement and the findings from this work clearly influence commissioning, they said.

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## New independent Chair for Southwark and Lambeth Strategic Partnership

Following a competitive selection process, the Southwark and Lambeth Strategic Partnership appointed Suzanne McCarthy as its new Independent Chair from 1 January 2017.

The Strategic Partnership brings together key health and social care organisations in both boroughs to work with other local stakeholders and citizens to improve the care and support local people receive.

Mrs McCarthy has held a number of senior public sector positions including Chief Executive of both the Human Fertilisation and Embryology Authority and the Financial Services Compensation Scheme.

The Strategic Partnership builds on the work of the [Southwark and Lambeth Integrated Care \(SLIC\)](#) programme, and, since its inception in March 2016, has been co-chaired by Sir Ron Kerr CBE, Executive Vice Chairman of Guy's and St Thomas' NHS Foundation Trust, Helen Charlesworth-May, Strategic Director Adults and Health, Lambeth Council, and Dr Jonty Heaversedge, Chair NHS Southwark Clinical Commissioning Group.

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## Antibiotics Awareness Week

We worked hard in November 2016 to raise awareness of the impact of over-use of antibiotics during Antibiotic Awareness Week.



Visitors to our stand in the entrance of our offices in Tooley Street were able to find out about alternative treatments to winter illnesses and sign up to become [an Antibiotic Guardian](#).



## Orthopaedic consultation postponed until spring

Public consultation into proposals to develop elective orthopaedic centres has been postponed until spring 2017.

In response to feedback from stakeholders, and agreed at the Committee in Common, we are further developing the consultation materials to more clearly describe an option where services are consolidated to three sites.

We are also developing more information on infection rates and cancellations, and a more user friendly explanation of the finances. This will allow the public to consider the pros and cons of both a two-site consolidation and a three-site consolidation.

To assist with this, Guy's and St Thomas', Lewisham and Greenwich, and King's trusts have agreed to work together on a shared description of a three-site option and to further analyse the financial and non-financial impacts of consolidation.

The trusts have been asked to clearly describe how consolidating onto three sites could meet each of the objectives/recommendations in [Getting it Right First Time](#) (the Briggs Report).

We are also working with the trusts to develop the operational and commercial approaches to consolidation. We have agreed that this will include: a workforce analysis of the potential impact on A&E departments should elective care be consolidated; clarity on the potential employment arrangements for different staff operating from an elective orthopaedic centre; and a description of how the revenue from patient care at elective orthopaedic centres would be shared between the three trusts (the commercial model).

This work will take some time so we are developing a new timetable, but do not anticipate [consultation on elective orthopaedics](#) to start until spring 2017.

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