

Quarterly News

November 2015



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 click on 'Email us to unsubscribe' at the top of the page.

Dr Jonty Heaversedge – Chair, NHS Southwark CCG

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Helping you prepare for winter

A major drive to help people in Southwark stay well this winter is underway. It kicked off with a national flu vaccination programme for children, which this year seeks to help over three million 2-6 year olds, as the programme is extended to children in school years 1 and 2. For the first time, all the youngest primary school children will be eligible to receive the free nasal spray vaccine.

**STAY WELL
THIS WINTER**

Dr Noel Baxter, a local GP and clinical lead for respiratory conditions at NHS Southwark CCG, said: “The nasal spray vaccination is a quick, painless and effective way for children to be protected without the need for injections.

“As well as protecting your child from flu, it also reduces the chance of flu spreading to others.”

As in previous years, the adult flu vaccine will also be offered for free to those in groups at particular risk of infection and complications from flu. The groups being offered the adult flu vaccine are:

- pregnant women
- those aged 65 or over
- those aged under 65 with long-term conditions like asthma and other respiratory illnesses, diabetes and heart disease
- carers

The NHS [‘Stay Well This Winter’](#) campaign also urges the public to keep yourself warm (heat your home to at least 18 degrees if you can), visit a pharmacy for advice if you start to feel unwell, get prescription medicines before pharmacies close on Christmas Eve and look out for other people who may need extra help over winter.

The flu vaccination is available from your GP and local pharmacies. And don’t forget, if you don’t pay for your prescriptions Southwark’s [Pharmacy First scheme](#) means you can get medicines for a range of common illnesses without needing to see your GP first.

We have also invested £2 million each year in providing more GP and nurse appointments, including in the evening and at weekends, through the Extended Primary Care Service. The additional appointments are being delivered by local GP practices working together. If you need an appointment, contact your GP practice in the usual way. If you need to be seen quickly and your practice has no appointments left, they can book you an appointment at the Extended Primary Care Service in one of two locations across Southwark. In some cases, patients with certain conditions may need to be seen by their usual GP, your practice will

advise you if this is the case. If you need medical advice overnight call SELDOC on 020 8693 9066.

Improving your mental health through talking therapies

Support is improving for people in Southwark affected by anxiety, depression and other common mental health issues. We have awarded a new contract to South London and Maudsley NHS Foundation Trust to improve access to a variety of psychological therapies. The services they provide will continue to be delivered from GP practices and community centres and will include a range of evidence based interventions and treatments, such as cognitive behavioural therapy (CBT),



counselling, one-to-one support, group support and guided self-help. Services will be extended to 16 year olds, made available in more locations across the borough and offer more convenient opening times, including weekday evenings and Saturdays.

If you are a Southwark resident and would like to know more about talking therapies or want to refer yourself online, visit www.slam-iapt.nhs.uk

Worried about your mental health but don't know which Southwark services can help?

The [Southwark Wellbeing Hub](#) provides information and support for anyone in Southwark experiencing problems with their mental wellbeing. They take time to understand what people need and help them navigate local services, groups and activities so that they can find the right support. They support the whole community including family, friends or carers of people who have mental health issues.

Find out more about the support on offer at their launch event on 9 December 2015, 12pm – 3pm at Thames Reach Employment Academy, 29 Peckham Road, SE5 8UA. If you can't attend but need advice contact the hub on 020 3751 9684, 'text HUB1' and your query to 82727 or email southwarkhub@together-uk.org

Recently published: report on how we involve Southwark residents in the development of local health services

Ever wondered whether the people who use Southwark health services actually have a say in how they work? When we plan and buy healthcare for local people you are at the heart of how we do it. You can read our recently published [report](#) that tells you exactly how we've worked together with patients and the public to develop better health services in our borough. You're helping to design everything from mental health services to healthy weight

services and there are always new ways to get involved. [Contact us](#) if you'd like to know more.

New healthcare centre in Dulwich moves forward to detailed design stage



We are very happy that the design of the building has now begun. The new health centre, which is set to be built on land currently occupied by Dulwich Community Hospital, is [likely to open in early 2019](#). It will provide a range of primary care, community mental health services, out-patients and diagnostic and services for patients with long term conditions.

We held a [design workshop](#) in the summer involving over 60 people, including a wide range of clinicians and patients, thinking about which services might need to go next to each other and how people move through the health centre building. This will help the design team work through how the different services in the building need to be linked together. We followed this up with further session in September and there are more to go before Christmas. These will go into greater detail about what the inside of the building will look like.

Dr Roger Durston, GP Lead for the project said: "We have been talking to residents in Dulwich and the surrounding areas about how we can improve health services since 2011. We are delighted to be moving forward with our plans."

He added: "We will continue to listen to what patients, health care professionals and residents say as we draw up plans for the new building and the services that will be housed there."

Read the [Dulwich programme update for October](#).

Supporting people with dementia



We are currently looking at how we can best support people with dementia and their carers. NHS Southwark Clinical Commissioning Group and Southwark Council already organise dementia support for people in Southwark but we want to know what is working well and what else we need to do to improve the outcomes of people living with dementia and their carers. We have been speaking to lots of people across the borough, including people living with dementia, their families and carers and also health professionals who work with people with dementia to make sure we plan and organise the right services. We also ran a dementia tea party to hear from people about their experience of diagnosis and the support offered.

People have been telling us they would like:

- a timely diagnosis delivered in a sensitive way
- to feel empowered to make decisions about their own care needs
- to have the right information at the right time
- to feel valued and understood by professionals
- to feel supported to live well with dementia
- to plan for the end of life.

We will be writing a report to highlight everything people have told us and what we plan to use this feedback to improve services. We want to have new services in place by Autumn 2016.

[Stay informed](#) about our work to improve dementia services.

Want better health and wellbeing services for children and young people?

We need your views...

We are working with Southwark Council to look at what we can do to improve health and wellbeing services for children and young people in our borough.

Together we will develop a joint strategic framework to describe and prioritise the steps we need to take to better meet the needs of local children and young people, and their families, over the next five years.

To help us understand the issues and set the right priorities, we want to make sure we hear from children and young people, their families and from stakeholders involved in providing local services. We are planning events in November and December where we will work with local people to develop our plan. Your ideas will inform the final strategic framework, due for publication in 2016. If you would like to contribute your views and experiences at these events please contact mattnorman@nhs.net.

The future of A&Es in south east London



We have been working with other CCGs, NHS England, local providers and partners in south east London to develop a five year commissioning strategy – [Our Healthier South East London](#).

One area we are focusing on is urgent and emergency care. Our work to date suggests that investment in community and primary care services will help us avoid a further increase in A&E activity and hospital admissions, but will not significantly reduce it. So we expect that we will still need all of south east London's existing A&E departments in the future.

Currently the A&E departments across south east London do not meet all of the [London Quality Standards](#) and they see too many patients who could be better dealt with in the community.

Mark Easton, Our Healthier South East London Programme Director, said: “We are working with clinicians to understand how we can address both issues, but we expect more integrated working between urgent and emergency services in hospital and community settings, to reduce unnecessary hospital attendances and help people get out of hospital quicker.

“Therefore, we will still need our existing A&E departments but they may need to work in a different way in future to meet the needs of local people.”

Urgent and emergency care is just one of the areas we are trying to improve. There are five others - community-based care, maternity, children and young people, planned care and cancer. [Tell us what you think](#) about the suggested models for improving care in these areas to make services safer, of consistently high quality, financially sustainable and more joined up. You can read about these in the new publication – [Help us improve your local NHS: emerging models and further thinking](#).

Bringing health and care services together for better patient care

In our last edition we told you about our work to design Local Care Networks. These networks will bring a range of health and social care service providers together to address some of the difficulties experienced by patients as well as the common challenges facing the health and care system.

Too often, different parts of that system work in isolation, with patients and residents expected to arrange their lives around the needs of services, rather than services adapting to meet the needs of local people. We want to fundamentally change this approach, and move towards a system which arranges services around the person in need of care.

In Southwark there are two Local Care Networks covering 308,000 people who are registered with a Southwark GP. The different organisations involved in people’s care are prioritising a number of projects to improve of health and care services in Southwark. A few examples of the types of projects that Local Care Networks are beginning to work on include Guy’s and St Thomas’ NHS Foundation Trust working with GPs to reduce the number of hospital appointments people with long term conditions have to attend by improving support available in the community, doing more mental health assessments in the community rather than in hospital, and increasing uptake of the flu vaccination to reduce hospital admissions.

Local Care Record – improving the way we manage patient information

A new process has been put in place in Southwark and Lambeth to allow patient information to be shared electronically and securely between GP practices, hospitals and community services.

The **Local Care Record** will allow GPs, and staff directly involved in a patient's care at Guy's and St Thomas', King's College Hospital and South London and Maudsley NHS Foundation Trusts, to view each other's records safely and securely. The three hospital organisations already share information between each other via *KHP Online*, however the Local Care Record means that this will now be opened up to allow shared information between GP practices, hospitals and community based care.

It is a secure *view-only* clinical information portal and is only for the purposes of direct provision of care or treatment to a patient. This means healthcare professionals providing your care can view test results, medication, previous treatment and other information which might help improve the care they can provide. It will make treatment safer and quicker by allowing them to view relevant information before making any clinical decisions.

Ten GP practices from across Southwark and Lambeth are piloting the new system starting in November, and it will be rolled out across all GP practices from January 2016.

You can find out more on [our website](#).

Building on the Southwark and Lambeth Integrated Care Partnership

Over the last three years the [Southwark and Lambeth Integrated Care](#) (SLIC) partnership has shown the commitment of leaders, front line staff and citizens to work together to improve the way in which care is provided, so that local people feel their needs are recognised and they can lead healthier and happier lives.



We started by focussing on the needs of older people and have made real improvements to the delivery of care in Southwark and Lambeth. For example, over the last 12 months more than 3,000 people have been supported by the @home services to remain independent in their own homes, improving their experience of care and reducing pressure on the local hospitals. And in the last year over 7,000 older people have taken part in holistic assessments which have helped identify ways of proactively managing their care.

Despite the progress that has been made, significant challenges remain. The SLIC programme and the team which supports front line staff and citizens to deliver more integrated care, comes to an end in March 2016. Local health and care organisations, including citizen representatives, are now co-creating a new, more formal collaborative partnership to deliver this wider vision which will replace SLIC from April 2016. The new partnership will sustain and build upon the SLIC projects which demonstrate value and the successes to date.

Until then the valuable work of SLIC continues and the team will support frontline staff and citizens to develop better care for local people.