

# Your introduction to NHS Newham Clinical Commissioning Group

Patient prospectus 2013/14

This prospectus is designed to introduce NHS Newham Clinical Commissioning Group (CCG) – your CCG – to you, its patients. We trust that the information included helps you understand who we are, our values and aims, how your money is spent and how you can stay involved. Most importantly, we trust that it sets out how we plan to work together with our patients, providers and partners to address and reduce health inequalities, as we recognise these have a major impact on people's health.

**Note:** If English is not your first language, or you would like this document in another format please contact:

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# Foreword

Dear Patient

After 25 years as a GP working in Custom House, I am proud to have been elected the first Chair of NHS Newham Clinical Commissioning Group (CCG). My experience as a GP in Newham has taught me that prevention is always better than the cure and that good health care depends upon a close partnership between a patient and their doctor, plus the support of family, carers and the local community.

NHS Newham CCG brings together experienced and committed GPs from across Newham, who between them have over 300 years' experience of caring for you and your family. We will use this experience to ensure that high quality, local NHS care is always available for you and your family. We cannot do this on our own. We need you to work with us, to support us, and to help us to support you.

And because we know we will make mistakes, we need you to tell us and to challenge us to do better when we don't get it right. Our patient and public engagement programmes (please see page 6) are designed to give everyone in Newham the chance to help us make the best choices about the health services we commission and the health care provided to you and your family. Please get involved.

As local GPs, we already know that for many of the most chronically sick patients, the NHS must do more to deliver holistic and joined up care. Therefore over the next year we will introduce integrated care programmes so that when you need extensive care we will organise the NHS around your needs, rather than expecting you to organise your life for the convenience of the NHS.

We also know that better access to A&E when you really need it can save lives, so we are developing a new urgent care service at Newham General Hospital.

But the NHS is not just about managing sickness, we also need to support you to stay healthy for longer. We are working with local community organisations to develop the Newham Community Prescription. It will offer new community-based services and support for patients who have, or are at risk of, developing diabetes or heart disease.

Too many people in Newham become ill and die before they should and most of the local health statistics make depressing reading. If you want to avoid becoming one of those statistics, advances

in medical science mean that today, with early diagnosis, we can help you to avoid the worst consequences and make a better recovery from many illnesses.

If you are over 40 and you haven't had a health check in the last three years, please contact your GP practice and make an appointment to see your practice nurse. If you have any symptoms that you are worried about and they last more than three weeks then please speak to your GP.

We all need the NHS, and if all of us – clinicians, patients and the community – work together we can make Newham a place where people choose to live, work and stay healthy.

Kind regards,

**Dr Zuhair Zarifa**

**Chair: Newham Clinical Commissioning Group**



# Who are we?

We are NHS Newham CCG and we run many of the health services in Newham on your behalf.

We are called a CCG because we are:

- Clinical. We are led by local GPs and other healthcare professionals elected by all Newham GPs.
- Commissioning. We plan, buy and quality test local hospital, community, mental health and other NHS services on your behalf.
- Group. Our organisation is accountable to you and NHS England for your local NHS services.

We represent the 61 GP practices that serve the 374,163 registered patients in the borough, all working to provide high quality services for local people. To ensure that we can provide the best healthcare close to the communities that we serve, NHS Newham CCG is working in four localities – south, central, north east and north west. These localities are divided into groups of GPs in an area and are referred to as clusters; these clusters cover several GP practices.

For further details about clusters please visit [www.newhamccg.nhs.uk/Docs/NCCG%20Clusters.pdf](http://www.newhamccg.nhs.uk/Docs/NCCG%20Clusters.pdf)

For more details about NHS Newham CCG visit [www.newhamccg.nhs.uk](http://www.newhamccg.nhs.uk).

Together with our partners in health, social care and the community, we have agreed what the most important issues are for our patients, such as: maternity and early years; cancer and circulatory disease; long term conditions and disability; and timely access to high quality services and support.

## What is our vision?

Extraordinary levels of community cohesion, buy-in and commitment which will unlock great health benefits for Newham by ensuring we have a focus on three strategic priorities: integrated care, health inequalities and robust patient and public engagement.

## What does this mean?

We aspire to improve health outcomes at all stages and for all communities in Newham and to reduce health inequalities. This means we will make sure, as far as possible, that all people can expect the same high health standards such as living

longer or being more healthy and receiving the same high standard of health services. That's why integrated care is such a priority, whether it is to better support people with long term conditions or intervening at an early stage so that health problems do not deteriorate unnecessarily. To put patients first we will put public and patient engagement at the heart of what we do.

## What are health inequalities?

Health inequalities are differences in health outcomes between people of different groups (such as socio-economic, genders, ethnic groups, and the elderly and people suffering from mental health problems or learning disabilities) than the rest of the population.

The causes of health inequalities are complex, they include lifestyle factors - smoking, nutrition, exercise to name only a few - and also wider determinants such as poverty, housing and education. One example is that the life expectancy of a person living in central London is higher than for a person living in Newham. Even within different areas of Newham there is variable health inequalities.

# What are we doing?

## When we plan how to spend our budget, we think about:

- Where we are now and the current key issues for our population.
- What is emerging in the community.
- The other considerations for people living in Newham right now.
- The needs in years to come.

# How we are spending your money

As your CCG we are responsible for spending your money wisely and fairly.

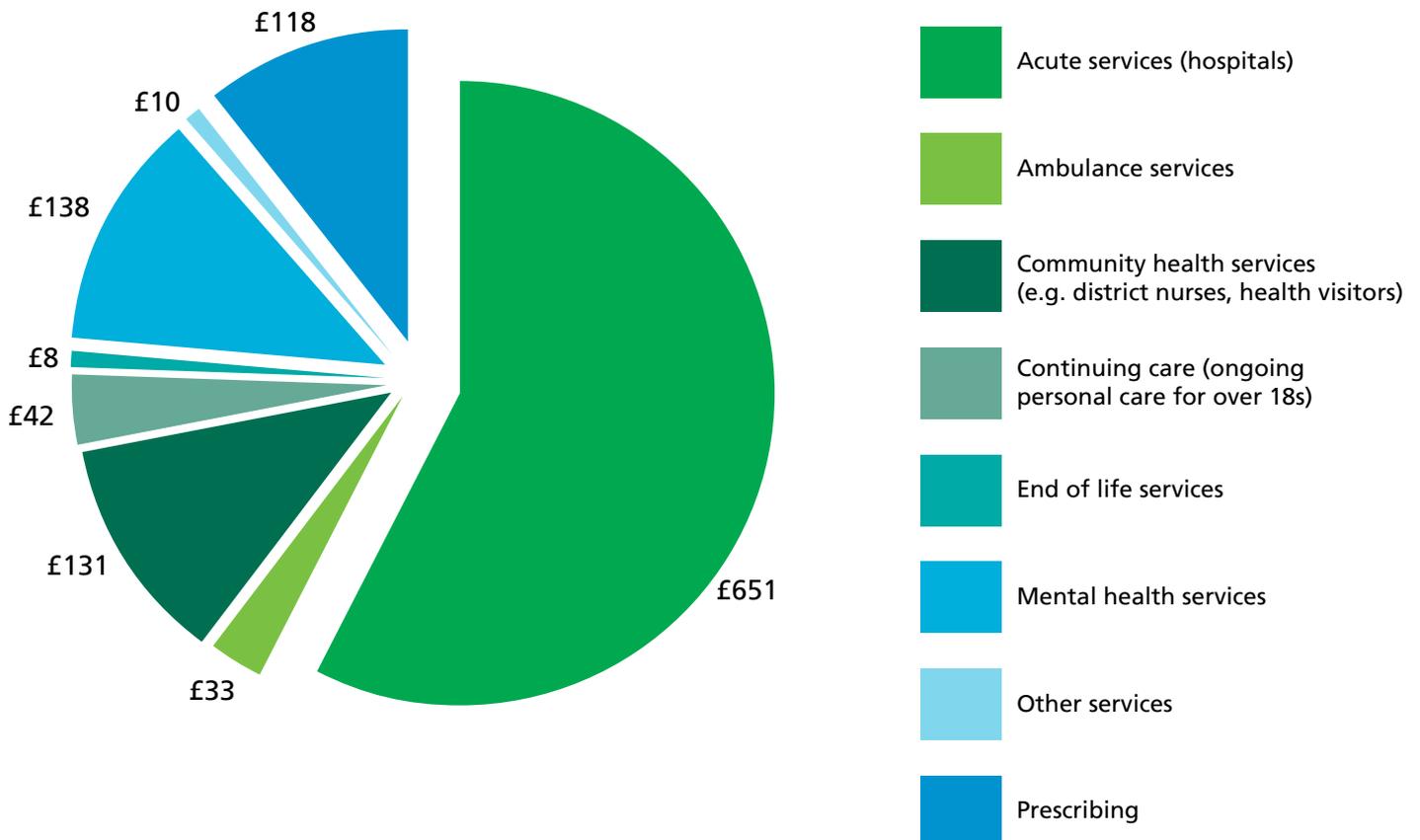
For every Newham resident we receive £1,131 to spend on your health. This money is split between different health services. For example we spend £651 on acute services per person, which is the money given to hospitals, mainly Newham Hospital but also to others such as Whipps Cross.

The total CCG budget for 2013/14 is £362m. NHS Newham CCG's budget will be managed through clinically-led (doctors) committees, with the budget allocation outlined on the table opposite. The budgets are based on how much services will probably cost over 2013/14.

Over the next year we want to save money so we can use it on our priority areas, such as integrated care, community prescription and urgent care.

	Sum of commissioning budgets (£K)
Acute services	£ 208,905
Ambulance services	£ 10,598
Community health services	£ 41,909
Continuing care	£ 13,528
End of life services	£ 2,589
Mental health services	£ 44,153
Other services	£ 3,059
Prescribing	£ 37,902
<b>Grand total</b>	<b>£ 362,644</b>

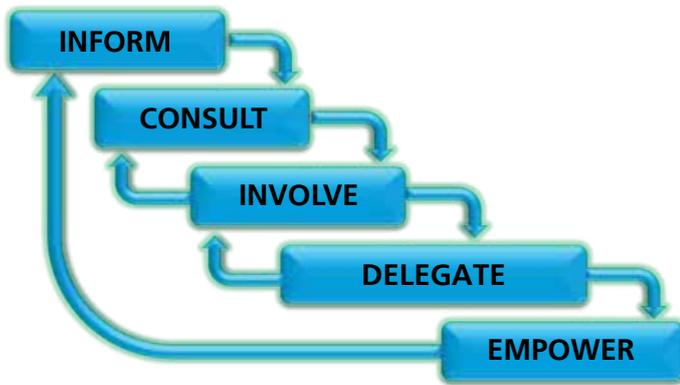
## Average commissioning cost per head



# How to get involved

## You can influence our commissioning arrangements and decisions.

We are committed to engaging with patients and the public. The diagram below shows the different ways we will empower patients:



To embed patient and public engagement in the way NHS Newham CCG works, we will:

- Hold a Newham Health Debate event every year so that local people have their say on improving local health services.
- Start a community prescription service so that GPs can put patients in touch with local community groups to get active and stay healthy.
- Set up and run patient participation groups (PPGs), led by patients, in every GP practice and across groups of GP practices (clusters), in addition to a wider Patient Forum serving the whole borough.
- Monitor the complaints made about services and the reported patient experience and use this to improve services.
- Arrange CCG meet and greet events for patients and the public to tell us what they think.

*"The fact that a community reference group was set up for the purpose [of reviewing Newham's commissioning plans] is a definite positive. There was a willingness to consult with local people and listen and attempts to simplify information, to take note of our concerns."*

**Community reference group member,  
2012/13 review**

## The Forum for Health & Wellbeing

Engaging patients and the public in the work of NHS Newham CCG draws on a distinctive local history of shared experiences between doctors and communities, as well as powerful community based models of good practice.

Uniquely, NHS Newham CCG works closely with a leading community organisation, The Forum for Health & Wellbeing, which has over twenty years experience of involving patients, the public, communities and third sector providers in the commissioning and delivery of local health and social care services.

The Forum acts as a key strategic partner in helping NHS Newham CCG establish a sustainable model of patient and public engagement; enabling local people to shape health and social care services, as well as supporting the third sector to create accessible and relevant health promoting opportunities for the whole community.

Through this unique partnership with The Forum, NHS Newham CCG has established a wide range of engagement structures for local people:

### Patient groups

Patients at over half of the 61 GP Practices in Newham have already established Patient Participation Groups (PPGs) with The Forum offering assistance where required. Practice staff and patients work together to make positive improvements to GP services and facilities:

*"Getting through to speak to the receptionists has improved a lot because of our PPG. I'm now able to make an appointment to see a doctor or nurse within a short time."*

*"There is an extension in the surgery for the nurse's room downstairs which helps elderly and disabled patients after we discussed the difficulties."*

*"Thanks to our PPG, we have female doctors in the Practice that is what we wanted!"*

Survey evidence suggests that PPGs also help improve patient information, for example information about out-of-hours hubs and the Pharmacy First system. PPGs have also led to better use of text messaging reminders and display boards.

### Community reference groups

Community Reference Groups (CRGs), comprised of local residents have now been set up. One CRG has reviewed NHS Newham CCG's strategic commissioning plans for the year, helping to set priorities.

*"I think the biggest impact of the CRG has been to keep the strategic planning discussions realistic and concrete, in the sense that it helped ...pin the discussions down into the real world. Without them, I feel there was a risk that practical consideration, like the role of carers, would have received less attention."*

*"I felt able to use my experience of working ...in the community to voice any potential concerns to be taken into account in the service planning process."*

Local people have been able to get involved in the tendering and procurement of new services for Newham, such as for the new Sir Ludwig Guttmann health centre in the Olympic Park and the new Urgent Care service at Newham General Hospital.

### Patient Forum

A Patient Forum has also been launched which gives residents, patients and carers the opportunity to share experiences of local healthcare services, find out about changes and innovations in health services and tell NHS Newham CCG how they think they are doing and what improvements are needed.

### In the community

NHS Newham CCG is also collaborating closely with the third sector to recognise and award community groups tackling health inequalities in Newham by supporting a programme of activities to help people stay healthy. As part of this NHS Newham CCG has set up an innovative community prescription scheme.

The scheme will link patients to extra support within the community while helping to strengthen the links between healthcare providers, the

community sector, patients and the public.

To find out more and how you can get involved contact:

The Forum for Health & Wellbeing  
St Marks Community Centre  
Tollgate Road, Beckton  
E6 5YA

General office  
Manjit Notta  
Telephone: 020 7474 3176  
Email: manjit.notta@fhwb.co.uk

Public and patient engagement team  
Rouksana Dyer  
Telephone: 020 7473 9518  
Email: rouksana.dyer@fhwb.co.uk

Communities of Health accreditation programme  
Saundra Daniel  
Telephone: 020 7473 9513  
Email: saunda.daniel@fhwb.co.uk



# Our priorities

## Primary care developments

Over the next few years NHS Newham CCG plans to increase the health services you can use without going to hospital and in some cases in your own home. Your GP will be able to provide you with a wider range of services than at present in his or her practice or in another local practice. This will reduce the need for you to travel too far or to have to navigate through a hospital to find the clinic or service you have been referred to.

Many services are already available through your local surgery and we will be developing a range of new services over the next few years. We expect that within five years your surgery will be part of a local network of practices providing essential services seven days a week and an extended range of services at least five days a week. Practice staff will take every opportunity to increase your health knowledge and to help you to look after yourself, your family and your friends, without needing to visit the practice or hospital.

Your practice will be diagnosing, treating and helping you manage more illnesses than at present without needing you to visit the hospital or meet face-to-face with a specialist. This will be achieved in a number of ways which we will continue to develop. For example, we are looking into using technologies such as Skype so you can talk to hospital specialists during your GP appointment to discuss and agree how to best manage your illness.

A detailed primary care strategy is being developed and will be available online towards the end of the year. Below are some of our key service improvements that will shape the future of healthcare in Newham.

## Prevention

Most problems that affect our health can be avoided by eating healthy food, being more active, understanding our own bodies better and working with health care professionals such as GPs, nurses and community or voluntary groups. That is why we have started some projects to help you manage your health better and live well.



Our 'Community Prescription' project will allow your GP to 'prescribe' free exercise classes and our new approach to diabetes will provide education for people before they become ill. We are also working closely with the London Borough of Newham to support people to prevent illness and to ensure they know what help is available if they do become ill.

### Long term care

As people live longer, we want to improve the way we support people who have a long term illness. We can do this by making sure workers from health care, social services and community organisations work together to help keep people out of hospital and care for themselves.

One example of this is to ensure that people with a long term condition have a single healthcare professional coordinating all of their needs. The healthcare professional will make a plan with the patient so everybody knows what is needed to keep the person strong, independent and avoid the hospital where possible. You will begin to see this approach put into practice by the end of 2013.

### Urgent care

We are changing the way A&E works from November 2013 to help people use their GP or other health and social services instead of visiting the hospital.

Many people go to A&E when they don't need to and this causes the hospital and the NHS great difficulty when trying to treat everyone as quickly as possible. Most people who attend A&E do not need to go and could save themselves a lot of time by going to a GP or a pharmacist, who are available 24 hours a day in Newham.

The new Urgent Care service will be based at the front of A&E at Newham General. Doctors and nurses will assess your problem and either provide some quick treatment or advice, or direct you to the best service. They will make sure that your GP is informed about your visit to ensure you have the right support closer to home.

If your needs are critical and severe, you will still be able to see the specialists at A&E. If you are unsure where to go, you can call your GP practice or a new number called NHS 111 which we launched in April 2013.

### Virtual ward

A number of quite sick patients are already being supported and treated at home, rather than being admitted to hospital. This kind of

intensive support from a team of health and social care professionals will become available to an increasing range of patients over the next few months. Someone receiving this kind of intensive support is in our 'virtual ward'.

## Measurements and standards

- Increasing the number of people diagnosed with diabetes who also have a mental health condition.  
Baseline: 56% Target: 59%

**Why?** Because often people who have a mental health problem are not diagnosed with other health problems, such as diabetes. NHS Newham CCG aims to make sure everybody receives the health care they need

- More pregnant women are protected from flu by increasing flu vaccinations.  
Baseline: 52.2% Target: 75%

**Why?** Because we have a high number of babies born in Newham but not enough new mums are protected by the flu vaccine compared to the rest of London.

- Supporting more people with diabetes to live a healthier life by measuring improvements to blood glucose levels.  
Baseline: 59% Target: 64%

**Why?** Because diabetes is one of our biggest health issues in Newham, but patients and healthcare professionals can work together to improve how people can live with the condition.

- Increasing the number of patient participation groups in GP practices.  
Target: 100%

**Why?** Because NHS Newham CCG wants more people to influence health planning decisions and be more involved in their own care. By working in partnership, we can help make people healthier.

We will report in April 2014 on the progress that we have made against our targets.

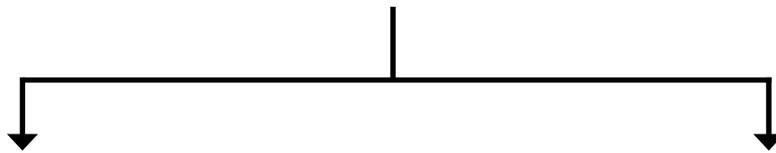
# Newham Integrated Diabetes Care Model

NHS Newham CCG has undertaken a review of the diabetes services available to patients in Newham. You told us that you wanted better choice, better access and care closer to home. Here are some of the changes we have made.

## Newly diagnosed Type 2 patient referral model



GP practice  
Diagnosis confirmed



Retinal screening (eye examination for people with diabetes)

Education courses, delivered by health care professionals

### Previously

There were only two eye screening digital cameras providing eye examinations across the borough.

Also there were a high number of people not attending their appointments often due to out of date contact details.

### Now

There are four digital cameras, across three sites providing more appointments and better access for you.

If your routine eye screening is not clear and needs to be repeated, this follow-up service is now available in the community.

Your GP practice works closely with the retinal screening team to make sure that your contact details are up to date, so that you receive your appointment letters.

### Previously

The education courses were only offered at one site, so you may have had to travel across the borough to get there.

Also you may have had a long wait before attending the education courses.

### Now

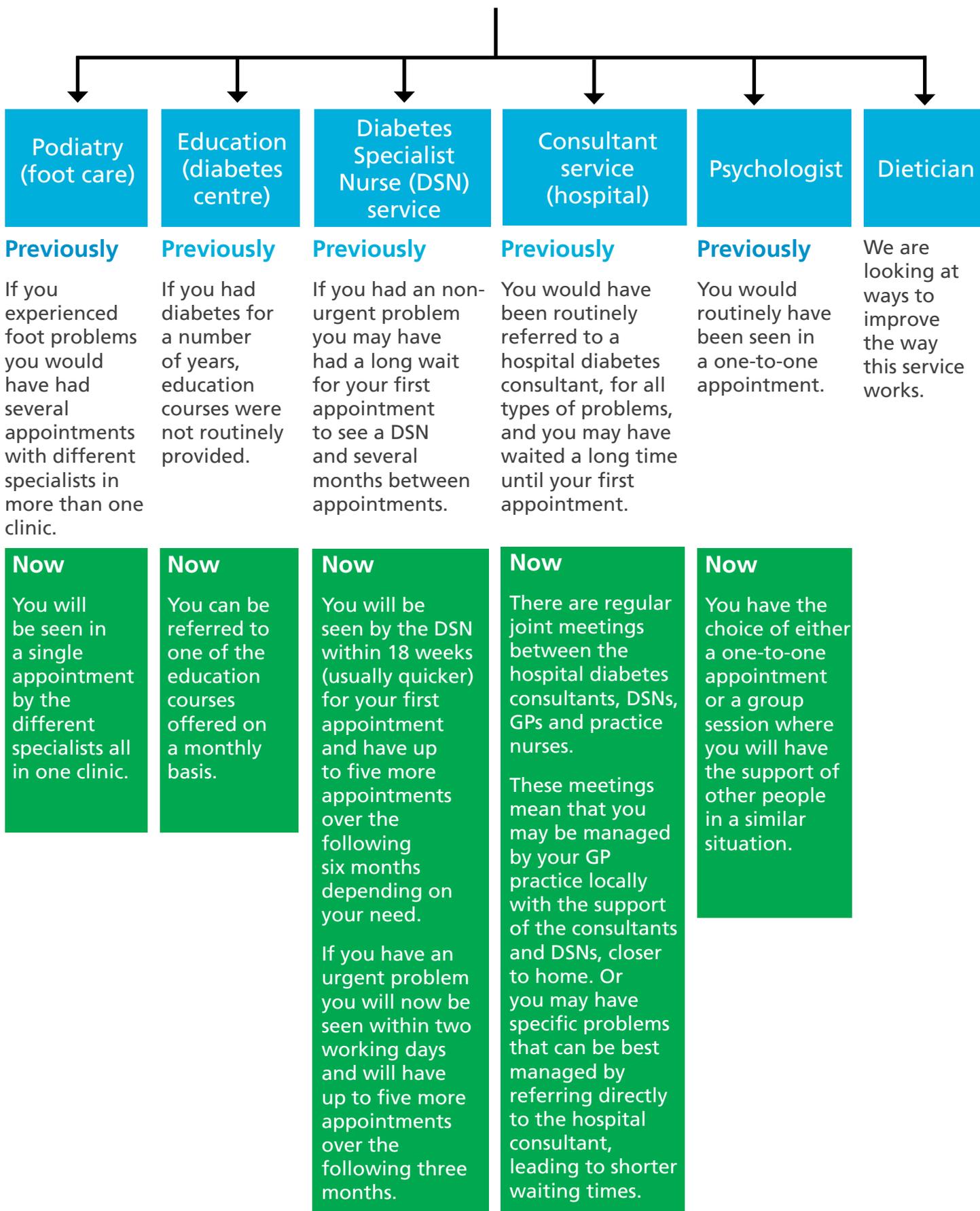
There are education courses available at different local sites. This means less travelling for you as they are closer to home

Also there are now more education courses available, so you will be offered an appointment more quickly.

## Established Type 2 patient referral model



Diabetes not well controlled



# Contact information for NHS organisations

To contact NHS organisations about their services and their role, please use the following information.

## **NHS Newham Clinical Commissioning Group**

Web: [www.newhamccg.nhs.uk](http://www.newhamccg.nhs.uk)  
Email: [enquiries@newhamccg.nhs.uk](mailto:enquiries@newhamccg.nhs.uk)  
Contact: 020 3688 2300

## **London Borough of Newham Social Care**

Children's and Adults Social Care  
Web: [www.newham.gov.uk](http://www.newham.gov.uk)  
Contact: 020 8430 2000 Option 8

## **Barts Health NHS Trust**

Web: [www.bartshealth.nhs.uk](http://www.bartshealth.nhs.uk)  
Contact: 020 3416 5000

## **East London NHS Foundation Trust**

Web: [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)  
Service Directory: [www.eastlondon.nhs.uk/our\\_services/](http://www.eastlondon.nhs.uk/our_services/)  
Email: [webadmin@eastlondon.nhs.uk](mailto:webadmin@eastlondon.nhs.uk)  
Contact: 020 7655 4000

## **Community Services Newham**

Web: [www.eastlondon.nhs.uk/get\\_help](http://www.eastlondon.nhs.uk/get_help)

## **NHS 111**

Web: [www.nhs.uk/111](http://www.nhs.uk/111)  
Contact: 111 (when it is less urgent than 999)

## **Find a Doc**

Web: [www.myhealth.london.nhs.uk](http://www.myhealth.london.nhs.uk)  
Contact: 020 7059 6566

## **NHS Patient Choices**

Web: [www.nhs.uk/Services-Search](http://www.nhs.uk/Services-Search)

## **Care Quality Commission**

Web: [www.cqc.org.uk](http://www.cqc.org.uk)  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Contact: 03000 61 61 61

