

Annual Report Summary

2015/2016



Our mission:

“To commission high quality services which enable the people of Wirral to improve their own health and wellbeing”



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Introduction

Welcome to NHS Wirral Clinical Commissioning Group's Annual Report Summary. This report summarises our work over the past year to improve the quality of local health services and patient experience for Wirral people.

Wirral has many strengths which include a growing economy and being within close proximity to major northern cities such as Liverpool and Manchester. Despite such strengths there are significant inequalities, particularly in high areas of deprivation. This has resulted in an unacceptable 10 year age expectancy gap in certain areas of Wirral (74 years in Rock Ferry compared to 84 in Heswall). Wirral CCG want to reduce these gaps and inequalities to enable everyone who lives in Wirral to lead healthier lives.

The NHS is in a period of significant change and is facing a number of challenges. It's important that we continue to work with our partners in Health and Social Care to transform our services if we are to meet these challenges which include growing inequalities, an ageing population and rising demand on services.

Going forward we will continue to help and encourage local communities to lead healthier lives, provide high quality care and ensure that we have a sustainable health and social care system for the future.

We would like to thank our staff for their commitment and hard work in meeting the needs of the people we serve.



Dr Sue Wells
Medical Director and Acting Chair



Jon Develing
Accountable Officer

What does Wirral CCG do?

We plan, monitor and commission (buy) a number of local health services you, your family and friends use as a Wirral resident. This includes Secondary Care (i.e. hospitals), Community Care and Mental Health Services.

In total this is for a local population of 334,179 people.



The CCG is a membership organisation and all GP Practices on Wirral are part of the CCG constitution which outlines the key duties and structures of the organisation.

For 2015/2016 we received funding of £490 million. This is allocated to the CCG by the government. Our job is to make the best use of this money to meet the needs of the people living in Wirral.

Our Vision

Our vision is simple, we want the residents of Wirral to live longer, healthier lives regardless of where they live.

To achieve this we have 6 key objectives:

1. To empower people to improve their physical, mental health and general wellbeing
2. To reduce health inequalities across Wirral
3. To adopt a health and wellbeing approach in the way services are commissioned and provided
4. To commission services that; demonstrate outcomes that are important to Wirral people; are safe and sustainable; are evidence based and demonstrate value for money
5. To be one of the leading CCGs in the country
6. Provide system leadership in shaping the Wirral health and social care system so it is fit for purpose now and in the future



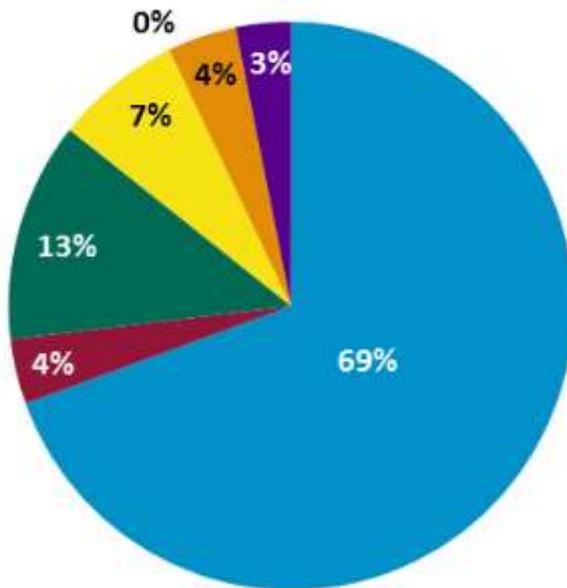
How we spend your money

In 2015/2016 Wirral CCG were allocated £490 million to plan, commission and monitor health services.

This amounted to £7.4 million for running costs (admin) and £483 million for programme expenditure.

We reported a deficit of £1.4 million against this resource.

The chart below shows a breakdown of how Wirral CCG's money was spent over 2015/2016.



- NHS contracts (Hospitals, Community, Mental Health)
- Non NHS contracts
- Prescribing
- Commissioned out of Hospital
- Third Sector
- Intermediate Care and Reablement
- Other

Working Together

This year we have made significant progress in strengthening the working relationships between our local Health and Social Care Partners (Wirral University Teaching Foundation Hospital Trust, Wirral Community Foundation Trust, Cheshire and Wirral Partnership Foundation Trust, Wirral GPs and Wirral Council).

The development of the Autism, Children and Young people strategies has involved extensive collaboration between partner organisations and has provided the foundation for further joint work in areas such as Learning Disability and Dementia.

Through partnership working, the CCG has attracted additional resource, aligned with the 'Future in Mind' plan for Children and Young People's mental health, and for extra care housing for people with a learning disability.



The Better Care Fund is a joint NHS and Local Authority programme created to improve the lives of some societies most vulnerable people. By jointly commissioning this service both organisations have demonstrated a reduction in hospital admissions.

We have been working with Cheshire and Merseyside CCGs to reduce the number of unnecessary, long stay inpatient beds for people with a learning disability.

We have also collaborated with NHS England to reduce waiting times and improve outcomes for those accessing psychological therapy.

Challenges

Wirral is characterised by pockets of deprivation, with some of the most affluent areas in the country to some of the most disadvantaged. Lifestyle behaviours such as smoking, drinking too much alcohol, and obesity contribute to health inequalities and are more prevalent in Wirral's deprived areas.

KEY FACTS

Smoking related deaths
Alcohol related admissions to hospital
Hypertension (high blood pressure)
ARE ALL ABOVE THE NATIONAL AVERAGE

THERE ARE ALSO ESTIMATED TO BE.....
4,200 adults with undiagnosed heart disease
3,260 with undiagnosed diabetes
4,500 aged 65+ with dementia
30,000 aged 65+ with a long term illness

Unless there are big changes in lifestyle behaviours it's predicted that the biggest burdens of ill health for Wirral people in the future will be:

- Respiratory disease
- Alcohol and alcohol related diseases
- Cancer
- Diabetes

Targeting Health Inequalities

We want to reduce the inequalities in Wirral, with the ambition to eliminate them entirely in the future.

A number of strategies are already in place, which include:

- Joint Strategic Needs Assessment (JSNA) is used to inform service development and joint commissioning
- Enhanced services in primary care aimed at the early identification and treatment of disease
- Continuing to work with Public Health Wirral and the Department of Adult Social Services to reduce health inequalities, including funding drug and alcohol services; the 'Healthy Child Programme' and the Better Care Fund.
- Proactively beginning to target specific groups that have difficulty accessing health services
- All local health and social organisations to provide an equal service to prevent further widening of the inequality gap

Performance Analysis

The NHS Constitution sets out rights for patients, public and staff. It also outlines the responsibilities that we owe to one another to ensure that the NHS operates fairly and effectively. Such responsibilities include; keeping appointments, or cancelling within a reasonable time and following the course of treatment which has been agreed.

Every year we monitor the progress of our service providers (local hospitals, community services and others) against national indicators, which include:

- The right to begin treatment within 18 weeks of a GP referral (or within 62 days if the referral is for cancer)
- The right to be seen, discharged or admitted to Accident and Emergency within 4 hours of arrival;
- In urgent cases, the right to an ambulance within 19 minutes of a 999 call;
- Where an operation is cancelled at the last minute for non-clinical reasons, the right to an operation within 28 days of the cancellation

Below shows what we have achieved in 2015/16 against these standards:

	Target	Actual perfor-
Referral to treatment waiting times for non-urgent consultant-led treatment		
Admitted patients to start treatment within a maximum of 18 weeks from referral	90%	83%
Non-admitted patients to start treatment within a maximum of 18 weeks from referral	95%	93.5
Patients on incomplete non-emergency pathways (yet to start treatment) should wait no more than 18 weeks from referral	92%	91.8%

	Target	Actual performance
A&E waits		
Patients should be admitted, transferred or discharged within 4 hours of their arrival at A&E	95%	87.4%
Cancer waits—2 weeks		
Max 2 week wait for first outpatient appointment for patients referred urgently with suspected cancer by a GP	93%	96.9%
Cancer waits—31 days		
Maximum one month (31-day) wait from diagnosis to first definitive treatment for all cancers	96%	98.3%
Cancer waits—62 days		
Maximum two month (62-day) wait from urgent GP referral to first definitive treatment for cancer	85%	84.1%
Max 62-day wait from referral from an NHS screening service to first definitive treatment for all cancers	90%	96.4%
Category A ambulance calls		
Calls resulting in an emergency response arriving within 8 Minutes (Red 1)	75%	75.5%
Calls resulting in an emergency response arriving within 8 minutes (Red 2)	75%	73.1%
Cancelled Operations		
Patients who have operations cancelled, on or after the day of admission for non-clinical reasons to be offered another date within 28 days, or the patient's treatment to be funded at the time and hospital of the patient's choice.	0	12

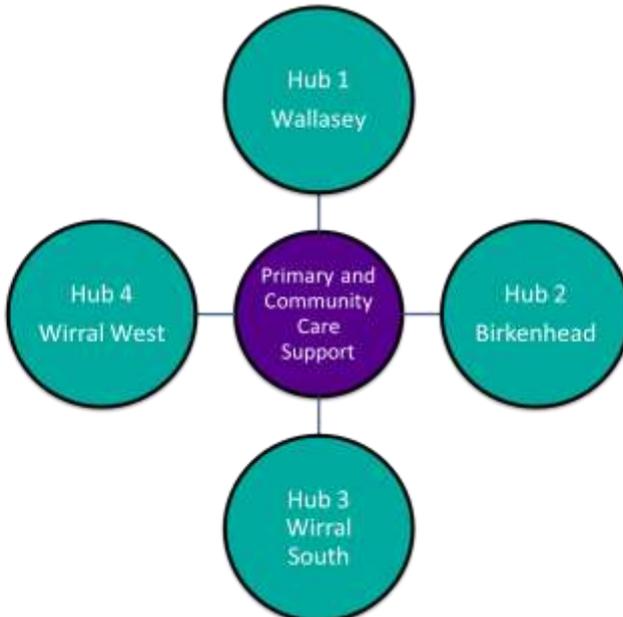
Progress in 2015/2016

Primary Care

The CCG continues to invest in locally commissioned services for Primary Care e.g. dementia care. These services are beyond what is required of Primary Care through its core contract but reflect the commitment of the CCG to invest where required.

In response to the NHS 5 Year Forward View, general practices have started to develop future ways of working that could address the challenge of providing 7 day services in Primary Care.

Primary Care is at the centre of an Integrated Community Hub Model. These hubs have been established across the 4 Wirral parliamentary constituencies. Primary care works with the hubs to manage those with long term conditions and complex needs.





Integrated care

Referrals to the Integrated Care Coordination Teams (a team of health and social care professionals that deliver care) are prioritised to ensure that people who require support receive it quickly and to bring care closer to home and into the community.

In 2016/2017 a single point of access will be available for Mental Health and Learning Disability services.

The streamlining and simplifying of referral pathways will be ongoing to increase efficiency and improve patient experience.

Wirral is rapidly moving towards a fully integrated service across Health and Social Care providing quick access to information and advice regarding services. This is provided via the Integrated Community Hub model.

Successes in 2015/2016

A Community Diabetes Service has been launched which delivers face to face, telephone and email advice and appointments.

A multi-disciplinary team of care professionals such as GP's, consultants, nurses, podiatrists and educators have come together to deliver this care across 4 integrated community hubs. Both patients and professionals are seeing the benefits of this approach.

A Community Respiratory service is in development similar to the one developed for diabetes.

The Future in Mind plan has seen the development of a Single Point of Access for Children and Young People's Mental Health, along with joint working with schools so that teachers and children are able to access support in the right place, at the right time.

We have also:

- Implemented the NHS England guidance for crisis care for people with learning disabilities
- Made further investment into Psychological Therapy services in order to improve waiting times and outcomes.
- Invested in dementia nurses so those who are housebound or living in nursing accommodation are able to access assessments, support and advice.



Our Cancer Strategy

Cancer remains the biggest cause of premature death for our population. Earlier detection is vital if more lives are to be saved.



We know there is an urgent need to look at strategies to raise public awareness to help tackle lifestyle and behavioural choices that influence Cancer development.

Due to the growing number of survivors who are living with a diagnosis of Cancer we need to start viewing Cancer as a chronic long-term condition, which requires ongoing support and services.

This year we brought together individuals across our region who have an interest in cancer. We were able to share experiences and possible new approaches for earlier diagnosis, treatment for Cancer care and living with a Cancer diagnosis.

Learning from these shared experiences will enable the development and implementation of a refreshed and renewed Cancer Strategy for Wirral CCG, with the aim of being able to improve the quality and effectiveness of care and improve patient experience.

Key Strategic Developments: Healthy Wirral

In 2015, Wirral CCG joined other local health and social care organisations to create Healthy Wirral.

Healthy Wirral is the plan to improve health services and social care in Wirral and responds to the opportunities outlined in the NHS Five Year Forward View.

One of the Healthy Wirral primary responsibilities was the development of the **Wirral Care Record (WCR)**.

Wirral Care Record

The WCR is an integrated, digital, confidential care record that will contain data from local Health and Social Care organisations. Phase 1 which will go live before the end of 2016, will contain information from Wirral GPs and Hospitals. Phase 2 will include information from Community, Mental Health data and Social Care.

The WCR will allow Wirral Health and Social Care professionals to view a single version of an individual's care record. Care professionals will have access to confidential, up-to-date information to ensure each patient receives the best possible care. The WCR will be implemented according to the strictest possible data security standards.

Population Health Management

Through the implementation of a WCR we are able to take a targeted approach to the health of the local population. We can develop condition specific registries for long term conditions such as Diabetes and Respiratory. These registries will contain anonymous data to drive improved clinical outcomes and patient experiences to enable sustainability of the local health and social care system.

Communications & Engagement

We continue to engage and communicate with our stakeholders and are aware of how important these relationships are.

This year we have:

- Introduced regular meetings and development sessions with our membership practices
- Supported the development of The Wirral Patient Voice group who have been involved in the commissioning process for Diabetes and Medicines Waste
- Supported the 'What Matters to Wirral?' initiative which collected the views of over 1200 Wirral residents. Findings told us that people recognise that healthcare services need to change and that they are open about talking about the challenges ahead

Moving forward we will continue to involve, consult and engage and we will also begin a conversation around our Local Service Delivery Plan aims which focus upon three main aims; Better Health, Better Care and Better Value.



We commit to having open, honest and transparent communications and engagement activity so people understand how services will develop and change and have the opportunity to tell us their views.

If you would like to become involved in improving healthcare in Wirral please call 0151 651 0011 or email WICCG.InTouch@nhs.net.

Our Future

In order for the NHS to be sustainable for future generations changes need to be made.

The Five Year Forward View sets out a clear direction for the NHS, showing why change is needed, what it should look like and sets out clear plans to pursue the “triple aims” which are:

- Improve Health and Wellbeing
- Transform Quality of Care Delivery
- Sustainable Finances

Some of the changes needed can be brought about by the NHS itself. Other actions need partnerships with local communities, local authorities and employers.

Through working in partnership with our key stakeholders and the public we have embarked on developing a comprehensive local service delivery (LSD) plan that considers all aspect of health, well being and care on Wirral.

Focussing on outcomes we have developed a plan that considers:

- **Better Health** - the wider determinates of health, (housing, employment, regeneration, prevention and early intervention
- **Better Care** - the priority areas for quality improvement (urgent care, mental health and end of life care). And developing care close to home in the Community and Primary Care
- **Better value** – Best use the Wirral pound by reviewing estates exploring new ways of working



Our Local Service Delivery Plan

1. Better Health

2. Better Care

3. Better Value



CONTACT US

If you would like this information in another format (i.e. braille, audio, large print or a different language) please contact us using one of the methods below:

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and



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To access an electronic copy of the Full Annual Report and Summary Annual Report can be visit our website www.wirralccg.nhs.uk



Scan with your smart phone to access a full version of the Wirral CCG Annual Report for 2015/2016

