

Introduction

Welcome to issue five of the newsletter for our Clinical Commissioning Group members.

If you would like to contribute, suggest articles or have any feedback on the newsletter, please email

NEH&FCCG@hampshire.nhs.uk

Please note: this is an internal newsletter for GPs and all practice staff and should not be posted on GP websites. The bi-monthly stakeholder newsletter can be placed on your practice websites for the public to view (this is available to download from the new CCG website in the Documents area, filed under Newsletters).

From The Chair

Since my last update, we have passed a major milestone in our journey to become an authorised Clinical Commissioning Group. On Monday 3 September 2012 we submitted our application for Authorisation. There were 119 authorisation criteria which we had to respond to and this could not have been achieved without the help of many of you. Therefore, I would like to take this opportunity to thank you all for your contribution and support.

In November 2012, the National Commissioning Board (NCB) will let us know their Authorisation decision. There are three possible outcomes for each applicant CCG:

- Authorised;
- authorised with conditions; or
- established but not authorised (shadow CCG).

Prior to this, there will also be a site visit by the NCB on 24 October 2012 which will be led by experienced senior NHS directors and involve:

- senior clinicians;
- local government;
- finance and commissioning experts; and
- patient/public representatives.

IPSOS Mori 360° Stakeholder Survey

At the end of August, we also received our IPSOS Mori 360° stakeholder survey feedback. Highlights from the results include:

- "The CCG seems to be engaging well with its stakeholders and is in line with the other aspiring Wave 2 CCGs for engagement, relationships and leadership."
- "The majority of stakeholders are satisfied with the engagement and working relationships."
- Among member practices, three quarters feel they were involved in decisions about the proposed configuration... " higher than the average.

There are some individual stakeholders who feel less well engaged and while we do have areas to improve on, we

have made significant progress in informing and engaging our key partners in the work of the CCG and I, again, would like to take this opportunity to thank all those that took the time to complete the survey.

Governing Body Appointments

As I mentioned in my last newsletter, we are recruiting for a number of posts to the Governing Body which will help to strengthen the team for the future and ensure that we deliver our CCG objectives. I am very pleased to announce that we have made two appointments to date:

Jonathan Molyneux joins us as **Interim Chief Financial Officer**. Jonathan brings with him a wealth of NHS experience which will benefit the CCG whilst we seek a permanent candidate for the role.

Alison Huggett has been appointed as **Nursing & Quality Director**. This is a shared appointment with Surrey Heath CCG following a joint recruitment and appointment process (the two CCGs have established joint working protocols to ensure the best value for money for its patients and residents).

Alison, who was previously Deputy Chief Nurse at Hampshire Hospitals NHS Foundation Trust, serving hospitals in Basingstoke, Andover and Winchester, will take responsibility for areas such as safeguarding, patient safety and patient experience from Monday 26 November 2012.

Since qualifying as a registered nurse, Alison has worked across surgical, medical and intensive care nursing, and was Patient Safety Manager for the National Patient Safety Agency for four years between 2003 and 2007.

The full press release on Alison's appointment can be viewed on the CCG website at www.nehfccg.org.uk

We will of course, keep you fully updated on further appointments as they occur.

Dr Andy Whitfield, Clinical Lead and Chair (Designate), North East Hampshire & Farnham CCG

Clinical Lead update – Mental Health

This is the first in a series of features from each of the clinical leads, providing a summary of their priorities and activities in their specialist area. We start with Dr Olive Fairbairn, Mental Health lead.

I became interested in mental health when I became GP to the residents of a care home for people with serious mental illness recently discharged from long term hospital care. I wanted to influence local services so that the management and recovery of those with mental illness would improve. At that time the Department of Health introduced the Mental Health National Service Framework which gave me the opportunity to work with the Blackwater Valley and Hart PCT Local Implementation Team to develop better services for those with mental illness.

Our current priorities in North East Hampshire and Farnham CCG are around dementia; encouraging earlier diagnosis, better community care and good liaison services to Frimley Park Hospital to prevent crises and unnecessary admissions.

We are listening to GPs, patients and carers to establish priorities for next year and working with local psychiatrists, service managers and voluntary providers to develop better pathways. Our future priorities are likely to be the acute pathway and improving access to psychological therapy for those with chronic disease in line with the Government priority of “No health without mental health”.

Dr Olive Fairbairn

GP News

Dashboard

Dr. Peter Bibawy (Governing Body GP) and Charlotte Keeble (Commissioning Manager for Unscheduled Care) are working with a number of practices to pilot the GP Dashboard. Since the Unscheduled Care presentation at the CCG forum meeting earlier in the year, there has been a great deal of work undertaken with Frimley Park and others to develop the Dashboard which will allow practices to view timely data relating to attendance to A&E and OOH on a daily basis.

The Dashboard's main objective is to provide practices with information which is more relevant to the patients' service of care. As the data is live, the practice will be able to offer alternative forms of care; rather than establishing information which is out of date and may have been dealt with inappropriately.

Practice Council

Representation of the North East Hampshire and Farnham practices met to discuss the development of the Practice Council on Thursday 9th August 2012.

Of the 24 practices, all attended with at least one representative and most with two or three. All practices voted to form the Practice Council.

A further meeting was attended by all practices on 13 September 2012. The draft Terms of Reference were discussed along with the voting procedure for the Chair and Secretary.

Who's Who



This month's Who's Who features Dr Andy Whitfield, Clinical Lead and Chair (Designate) of the Governing Body and Maggie Maclsaac, Chief Officer (Designate) following their appointments.

After a national assessment process, Local Medical Committee run GP election and a recruitment process, the Governing Body of the CCG has fully endorsed the appointments of Dr Andy Whitfield as Clinical Lead and Chair (Designate) and Maggie Maclsaac as Chief Officer (Designate) respectively.

Both posts were taken up from 1 August 2012 and will enable the CCG to ensure a safe passage through the authorisation process. At the end of the process, all CCGs will be expected to take on responsibility for commissioning from the existing Primary Care Trust.

Andy and Maggie can be contacted by:

Telephone: **01252 335154**
or emailing:

NEH&FCCG@hampshire.nhs.uk

Dr Andy Whitfield

Dr Andy Whitfield is a GP at Southwood Practice in Southwood Village, Farnborough. He lives locally and has been a GP for 22 years, initially in Surrey Heath and from 2004 in Farnborough. Dr Whitfield has a particular interest in Equality and Diversity to ensure there is equal access to healthcare for all residents. He is also keen to ensure that as Chair, the CCG and its members focus on the needs of the local community.

On appointment, Dr. Whitfield commented; "I am very pleased to be taking the Clinical Lead for commissioning healthcare for our communities living in the North East Hampshire and Farnham area. As a

GP within the CCG locality, I understand the health needs of the community and can commission services that will bring benefits to the overall health of the local population.

"My local GP colleagues will play a crucial role in ensuring our success and I thank them for the support they have offered so far. I know they too share my view that by working closely with our health and local authority partners, voluntary organisations and directly with our communities that we can ensure excellent healthcare for our patients."

Maggie Maclsaac

Maggie Maclsaac has worked within the NHS since graduating from Southampton University with a Degree in Nursing before moving into management after completing the National General Management Scheme.

Maggie has Senior Executive experience in many sectors of health and has spent much of her career working at interfaces and is passionate about whole systems working to deliver services.

Maggie was appointed as Chief Officer (Designate) of North East Hampshire and Farnham CCG on 1 August 2012. She was an Executive Director of SHIP PCT Cluster in the preceding year working with the CCG as it set up.

Following her appointment, Maggie said; "The NHS is experiencing a major change in the way we will commission future healthcare – a change that brings commissioning closer to local communities. I am delighted to have been appointed to this post that will enable me to contribute to this new way of working. I am committed to ensuring we hear the views of our CCG membership and local communities to commission those services that will best meet their needs – not only for those people who are not well, but also to ensure we maintain good health for those who have it."

How are we performing

Monthly Acute Contract Challenges

A series of data validation checks are undertaken each month to provide a general sense check and to verify general data completeness.

A suite of challenge reports are run on the data received from the Acute Providers each month. These reports extract activity that does not fit with the expected pathways or appears to be contrary to Payment by Results (PbR) guidance to enable contract challenges to be raised with providers. In total, nine key challenges are run each month on Frimley data:

- Day Cases that should be Regular Day Attendances;
- Elective Spells with admission prior to day of procedure and that incur excess bed days costs;
- Inpatient Spells with a zero Length of Stay with PbR Trim point of 10 days or more and full tariff;
- Inpatient spell where a planned procedure has not been carried out for non-clinical reasons;
- OP attendances where multiple first attendances occur on the same day and same specialty;
- OP attendances where multiple follow up attendances occur on the same day and same specialty;
- OP attendances where multiple first and follow up attendances occur on the same day and same specialty;
- OP attendances with the Appointment Request Date within an Inpatient Stay excluding emergency admissions on same day of OP attendance; and
- OP first attendance where a patient has previous first attendance under the care of the same Consultant and specialty within the last 6 months.

Successful challenges are credited back to Commissioners.

Further to these challenges, contract queries are issued relating to any unexpected issues in the reporting of the aggregated contract position, e.g. step changes in the activity levels for a particular speciality or HRG that may indicate a change in the way the Trust counts or codes activity. These queries tend to be discussed and resolved at the monthly information meetings with the Trust and any issues unable to be resolved are escalated to the Contract Review Meeting.

Rose Hopkins
Senior Contract Lead
North East Hampshire and Farnham CCG

Early supported Discharge Team Summary of 6 month review

The Early Supported Discharge Team six month review report was received at the August Clinical Quality Review Meeting at Frimley Park Hospital. Stroke Early Supported Discharge (Stroke ESD) service started on 31 October 2011 to provide a high quality service for patients in line with the national guidance and the Hyper-acute Stroke Services Specification for South Central.

The purpose of the service is to allow all eligible patients, discharged from Frimley Park Hospital, to access high quality, innovative, and stroke specific rehabilitation in the community, enabling them to achieve the best possible outcomes.

The six month report can be viewed on the CCG extranet using the following link: http://pip.northeasthampshireandfarnhamccg.nhs.uk/index.php?option=com_users&view=login

http://pip.northeasthampshireandfarnhamccg.nhs.uk/index.php?option=com_users&view=login

Rose Hopkins
Senior Contract Lead
North East Hampshire and Farnham CCG

Service/provider changes and updates

NHS 111 update

Firstly, apologies from the NHS 111 project team for the confusion caused around the Out of Hours phone number communications last month. To clarify, there is no change in the Out of Hours number until NHS 111 goes live and this is anticipated to be from sometime in November. However, the 'go live date' is reliant on the Department of Health giving the go-ahead. We will, of course, advise you of the date once it is known.



CAMHS in Hampshire

Sussex Partnership has put together three newsletters on CAMHS in Hampshire for West, South and North Hampshire. These regional updates along with referral information, a directory of services and contact details can be viewed at: www3.hants.gov.uk/ehcypf

Karen Clark, Communications Officer
Hampshire County Council

Email: karen.m.clark@hants.gov.uk

Get the jab, be a flu fighter

The flu campaign has now launched! You will start to see posters, leaflets and intranet messages encouraging you, as NHS staff, to get the jab. Make sure it's on your to-do list – flu is much more dangerous than people think, and can even kill. Please visit the link below for further information:

www.nhsemployers.org/HealthyWorkplaces/SeasonalFluCampaign/Pages/Seasonal-flu-campaign.aspx



Flu Safe is the public side of the campaign, and materials are being funded by the SHA. Materials have been distributed to GP surgeries, pharmacies, children's centres and NHS offices across the SHIP area.



Safeguarding

Do you know where to get information about Safeguarding?

Unfortunately safeguarding issues keep appearing in the media, both adults and children have been abused. It is very important that you keep up to date with training about safeguarding and know how to report any concerns.

Many of your registered patients will be vulnerable people who may need additional support at times, or even a specific safeguarding plan.

Some patients may disclose abuse that has happened to them or raise concerns about someone they know. You may be presented with unusual physical signs or a suspicious clinical history. Do you know what to do?

Concerns about Hampshire Children

www3.hants.gov.uk/childrens-services/childrenandyoungpeople/child-protection.htm

- During office hours (8.30am - 5:00pm) – you should contact Children’s Services: **0845 603 5620**
- At all other times you should contact the out-of-hours Service: **0845 600 4555**

Concerns about Surrey Children

www.surreycc.gov.uk/social-care-and-health/childrens-social-care/protecting-children-from-harm/protecting-and-safeguarding-children

- During office hours (8.30am - 5:00pm) – you should contact Surrey Contact Centre: **0300 200 1006**
- At all other times you should contact the Emergency Duty Team: **01483 517898**

For further information see the Local Safeguarding Children Boards (LSCB)

Hampshire:

4lscb.proceduresonline.com/chapters/contents.html

Or contact Designated Nurse Safeguarding Children (Hampshire) Karen Newham: knewham@nhs.net
Mobile: **07850 924502**

Surrey:

www.surreycc.gov.uk/social-care-and-health/childrens-social-care/protecting-children-from-harm/surrey-safeguarding-children-board

Or contact Consultant / Designated Nurse Child Protection (Surrey) Amanda Boodhoo:
amanda.boodhoo@nhs.net Tel: **01372 201756**

Concerns about Hampshire Adults

www3.hants.gov.uk/adult-services/carechoice/service731

- During office hours (8.30am - 5:00pm) – you should contact Adult Services: **0845 603 5630**
- At all other times you should contact the out-of-hours Service: **0845 600 4555**

Concerns about Surrey Adults

www.surreycc.gov.uk/social-care-and-health/adult-social-care/protecting-adults-from-harm/reporting-adult-abuse-and-help-and-advice

- During office hours (8.30am - 5:00pm) – you should contact Adult Services: **0300 200 1005**
- At all other times you should contact the Emergency Duty Team: **01483 517898**

For further information see the Adult Safeguarding Board (ASB)

Hampshire:

www3.hants.gov.uk/adult-services/carechoice/protection-from-abuse/professionals-abuse/safeguarding-board.htm

Or contact Consultant Nurse Safeguarding Adults (Hampshire) Jaki Metcalfe: jaki.metcalfe1@nhs.net

Surrey:

www.surreycc.gov.uk/social-care-and-health/adult-social-care/protecting-adults-from-harm/surrey-safeguarding-adults-board

For further guidance see:

Wessex Local medical Committees
www.wessexlmcs.com/Safeguarding.html

Surrey and Sussex Local Medical Committees
www.sslmcs.co.uk/

Health Campaigns

Half the bubbly...half the wobbly, says new drink campaign

A new campaign is urging people in Hart and Rushmoor to drink less. The Drink-less campaign launched at the end of September and will last a minimum of 6-8 weeks.

But, rather than adopting a lecturing tone about the dangers of too much alcohol, an Honours student at Winchester School of Art has come up with light-hearted visuals to suggest the advantages of drinking less, on behalf of the Hampshire Alcohol Partnership.

'Half the bubbly...half the wobbly'; 'Half the glass...half the calories'; and 'Half pint...half price' are the positive messages that graphic artist Graham Read developed to encourage people to change their drinking behaviour with the 'Drink-less' campaign.

The posters will be seen on bus shelters in the two boroughs from October, and will even be featured on takeaway lids from Indian and Chinese restaurants. Leaflets will also be dropped through the letter boxes of 24,000 homes across the Aldershot and Fleet areas giving practical tips and advice about alcohol and how to cut down to safer levels.

This **local** campaign has a target audience of:

- 35 - 54 year olds living in Hart District, specifically Fleet, Hook and surrounding areas
- 25 - 34 year olds living in Rushmoor borough, specifically Aldershot, Heron Wood, Cherrywood and West Heath

The full press release can be viewed at: www.nehfccg.org.uk

For more information, visit www.hants.gov.uk/drink-less



Clocks go back 28th October 2012

Staff are advised that the United Kingdom reverts to Greenwich Mean Time from 28 October 2012. This means that the clocks will go back and we will have darker evenings. Also, as we get closer to the Christmas period, mornings will also become darker. This time of year can increase some security and personal safety problems.

The Security Management Service offers the following advice for those times when you are out and about during the dark morning and evenings:

- Plan ahead. Make sure you know where you are going and how to get there. If you are catching a bus or train, find out the times to avoid waiting for long periods at bus stops or stations. If you are planning to take a taxi or minicab home, then either book it before going out, or take the number of a licensed cab company with you.
- When walking, stick to busy well-lit streets whenever possible. Avoid danger spots like quiet or badly lit alleyways, subways or isolated car parks.
- If you do have to pass danger spots, think about what you would do if you felt threatened. The best idea is to head for a public place where you know there will be other people, for example a garage or pub.
- Avoid passing stationary cars with their engines running and people sitting in them and whenever practical walk facing oncoming traffic to avoid kerb crawlers.
- Stay alert and keep your mind on your surroundings – remember if you are wearing headphones or chatting on a mobile phone, you will not hear trouble approaching.
- If you think you are being followed, trust your instincts and take action. As confidently as you can, cross the road, turning to look to see who is behind you. If you are still being followed, keep moving. Make for a busy area and tell people what is happening.
- Try not to keep all your valuables in one place. Instead place valuables such as wallets in an inside pocket or use a money belt.
- Try to keep both hands free and don't walk with your hands in your pockets.
- Consider carrying a personal safety alarm, which can be used to shock and disorientate an attacker giving you vital seconds to get away.





If you have any clinical events you would like to promote in this section of the newsletter, please email them to **NEH&FCCG@hampshire.nhs.uk** by the beginning of each calendar month.

GP Forum dates through to the New Year:

- **Thursday 18th October 2012**
Venue: Farnham Castle,
2.00pm to 5.00pm
- **Thursday 13th December 2012**
- **Thursday 14th February 2013**

Other activity:

- **Monday 29 October 2012:** Choose Well week
- **Monday 5 November 2012:** National ask your pharmacy week
- **Monday 12 November 2012:** National self-care week

The **CCG Governing Body** meetings are as follows:

- **7th November 2012**
- **5th December 2012**

USEFUL LINKS

QR codes: if you are reading a PDF or printed version of this newsletter and you have a smartphone with a barcode reader app, just scan the QR code to go to the website



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www.commissioningboard.nhs.uk

North East Hampshire & Farnham CCG website



www.nehfccg.nhs.uk

CCG Member Newsletter back issues

tinyurl.com/extranet-newsletters

(Please remember that these will be in the Staff Extranet area of the website and will require you to have registered to access this area.)

CONTACT US:

If you would like further details on the CCG, please contact us by:
Telephone **01252 335154**

Email:

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