Our report about our work
2019-2020

Easy read booklet
Who we are and what we do

We are Merton NHS Clinical Commissioning Group. We pay for GP surgeries and other health services and we work with other partners so everyone gets the best healthcare in Merton.

This is our report about

- Work we have done
- Work we are planning to do

At the start of every year we have to write a plan. The plan says

- What we will do
- How we will spend NHS money
- How we will work together
- Work we have done well
- How we can make health care better
Thank you for reading our report. We are Andrew and Sarah. We are in charge at Merton Clinical Commissioning Group.

Every year we write a plan to say how we will spend NHS money to run the best health services in Merton. This means services like

- Hospitals
- Mental health
- Long term care – for example, people with learning disabilities or older people
- Emergency care
- Health services in the community
Our services – what we do

We work with partners like pharmacists, community groups, hospitals and mental health services. We want to

✓ Give the best health care and make sure everyone can access services

✓ Change services with new and better ideas to give health care

✓ Work together and listen to patients, GPs, other groups and the community

✓ Use money and our resources in the best way

✓ Support our staff so they can do the best job
How we spent NHS money

We had £284.6 million to spend on health services in Merton from 2018-2019.

This is a lot of money but we spent it in a good way.

Over half the money paid for hospital services. The rest of the money was split between

- **Mental health** services
- **Community** services
- **Primary care** services – this means your GP or services you go to first
- **Other support**
Working together in Merton

We are working together with our partners to make sure all our services are

- Joined up
- Work well together

We have set up a Board of people to help us decide the best way to run health services in Merton.

We have written a 2-year Health and Care plan to show how we will work together and give better care.
Working together in Merton

We are working closely with Merton Council and other health and wellbeing Boards too. We want the people of Merton to be as healthy as possible.

We are sharing some of our services with Wandsworth CCG. We call this a local delivery unit.

We work closely with the south west London Clinical Commissioning Groups in Merton, Wandsworth, Kingston, Richmond, Sutton and Croydon.

We are working together to bring 6 SW London Clinical Commissioning Groups into one. We are all moving forward together to make health services better.
Work we have done well

Start Well

We want our young people to get the best mental health services.

We set up for counselling services for young people aged 11-25.

We worked with schools across South West London to give training across the whole school. This includes students, parents and teachers.

We made a red bag to help young people who have asthma and find it hard to breathe sometimes.
Work we have done well

Live well
We tried out a new programme to help people feel better by being in the community.

We set up a new mental health and wellbeing service called Merton Uplift.

We are working on a new wellbeing place at the Wilson hospital site.

We are looking at new ways to tell if people have diabetes. This is a health condition that can make you quite ill.

We are also looking at new ways to beat cancer.
Work we have done well

Age well

We have done well for people in care homes to make services better. We have

• Trained home care staff
• Set up a new project so GPs can get more involved in Merton care homes
• Made ambulance journeys shorter

We are working with GPs, hospitals and the community to make end of life care better.

We have helped local teams to work together with community nurses and Merton Council to give better care.
Work we have done well

**Primary care**

GP services and care are getting better and better in Merton.

There are more GP appointments and we have made it easier to book appointments too.

You can make a direct booking for a GP or emergency services at one of our Hubs.

We are going to have 4 new Hub sites across Merton in 2019-2020.

We are doing our best to get GPs working together more closely too.

We have organised our GPs into Primary Care groups and networks.
Making health care better together

We know that some hospital NHS Trusts have had problems with their buildings and services.

We are working together with NHS Surrey Downs, Sutton and Merton CCGs to make a new plan for hospitals.

This is called Improving Healthcare Together 2020-2030.

We hope this plan will mean hospitals can deliver high quality and safe care for everyone in Merton.

You can find out more on this website www.improvinghealthcaretogether.org.uk
Working with the community

We want to

✓ Work with patients, carers and the community to make health care in Merton better

✓ Make sure everyone gets a say in what we decide about health care in Merton

We want to work with as many groups as possible to make health care work across Merton.

We want patients to help us design our services so they can feel confident and in control of their care.
Working with the community

We worked with Healthwatch to find out more about what the local community want and need.

During 2018-2019, we involved local people in lots of our work, including the Wilson Hospital site.

Results in health care

We have had some great results over the last year and made a lot of progress in health care.

You can read more on our website www.mertonccg.nhs.uk
How to take part in our work

There are lots of ways you can take part in our work. You can follow us on social media here

Twitter  @NHSMertonCCG

Facebook  merton.commsccg

Tell us what you think about health services or ask a question by filling out a feedback form on our website.

www.mertonccg.nhs.uk

You can come to one of our Board meetings. You can see the dates, times and meeting papers on our website. We also record our meetings so you can watch them on our website at another time.
How to take part in our work

You can be a patient representative on our patient engagement group.

Send an email to this address
mertonccg.getinvolved@swlondon.nhs.uk

Or you can go to this website
www.mertonccg.nhs.uk/get-involved

You can join Healthwatch Merton or another group that check health and social care.

Send an email to
info@healthwatchmerton.co.uk

Or call this number
020 8685 2282
How to take part in our work

You can join a patient group at your GP practice.

You can find out more on our website

www.mertonccg.nhs.uk

For more information about taking part in our work and for information in different formats, please get in touch with the Patient and Public Engagement Team

mertonccg.getinvolved@swlondon.nhs.uk

Or write to

Merton CCG, 120 The Broadway
Wimbledon, London SW19 1RH