Who we are

Merton Clinical Commissioning Group (CCG) consists of:
22 GP practices in two localities
Welcome

This has been a year of good progress – the plans we set out to achieve in previous years are starting to deliver real benefits for our patients.

We have made it easier to see a GP with more appointments available seven days a week, from 8am to 8pm. I am also excited to report that our social prescribing pilot has been a great success and will be rolled out to more practices across Merton. This involves GPs linking patients with sources of non-medical support to help with a range of factors that impact on health such as social isolation, employment and housing.

We have also worked with our health and care providers and Merton Health, our local GP Federation, to ensure more services are available locally so that people can access more of their health and care appointments closer to home. Partnership working – with our neighbouring CCGs, NHS providers, local authority, voluntary sector, patient groups and the public – has been key to our success in 2017/18.

Working with these partners through the South West London Health and Care Partnership we made a joint commitment in November 2017 to champion children and young people’s mental health and wellbeing as a shared health promotion and prevention priority.

We are looking forward to this work continuing to take shape so that together we can support children to have the best start in life.

As well as successes, there have been challenges. Our main hospital trust, St George’s University Hospitals NHS Foundation Trust, continues to address its significant financial and infrastructure issues and we are working closely with them, and with NHS Improvement and NHS England, to be assured that Merton patients are getting the health care they need.

As ever, none of this would be possible without the hard work and dedication of our GP members, staff, partners and local people. I would like to give my thanks to everyone involved in our work and I look forward to continuing to work with you next year to deliver the best possible healthcare for the people of Merton.

Dr Andrew Murray
Clinical Chair
NHS Merton Clinical Commissioning Group
What we do

At the start of every year, we agree our plan for how to make the best use of our allocated budget to plan, fund and monitor health services and improve the quality of those services and the experience of patients.

These services include:

- **Hospital care**, for example outpatient appointments and routine operations
- **Services for people with mental health conditions**
- **Services for people who need long term care**, for example those with learning disabilities and those who are physically frail
- **Urgent and emergency care**, for example A&E and urgent care centres
- **Community health services**, for example district nursing.

We also fund core GP services. Our GP practices work together with NHS partners to improve people’s health and wellbeing and make sure everyone has access to healthcare services. These partners include pharmacists, hospitals, mental health services, the London Borough of Merton, and local community groups.

Our objectives are to:

- Improve people’s health and make sure everyone has equal access to high quality and sustainable care
- Transform services and care for patients by being innovative and ambitious
- Work with our patients, GPs, partners and communities to improve care
- Make the best use of our resources, including our budget, to benefit patients
- Support our staff by making sure they have everything they need to do a great job.
How we spent NHS money

In 2017/18, we were responsible for a budget of £282.7 million that we used to pay for hospital, primary care (including GPs), community and mental health services for people living in Merton.

You can read our monthly financial reports and full annual report on the publications page of our website at www.mertonccg.nhs.uk

- **51%** Hospital services £143.5 million
- **25%** Mental health and community services £70.5 million
- **20%** Primary care £57 million
- **4%** Corporate £11.7 million
Our partners

A Local Delivery Unit with Wandsworth CCG
Merton shares its management team with Wandsworth CCG through a structure called a Local Delivery Unit (LDU). There are clear benefits to this, particularly when it comes to managing larger contracts and our relationship with St George’s University Hospitals NHS Foundation Trust. It reduces running costs so we can spend more of our budget on improving health services and means both CCGs benefit from sharing expertise and resources.

South West London Alliance of CCGs
The South West London Alliance is made up of five south west London CCGs – Kingston, Merton, Richmond, Sutton and Wandsworth – which have chosen to work more closely together to share expertise and use resources more efficiently. Working together helps us make stronger collective funding decisions, share best practice, and reduce duplication. It enables us to learn from our neighbours, bringing everyone up to the same high standards when planning and funding healthcare services.

South West London Health and Care Partnership
The South West London Health and Care Partnership brings together the NHS, local councils, Healthwatch and the voluntary sector in south west London. The partnership enables us to work more closely together to deliver better care for local people. We published our sustainability and transformation plan in November 2016 and spent the following year speaking to local people and stakeholders about what it means to them. Led by this feedback we refreshed our plans and published our draft refreshed strategy document in November 2017. The document sets out the challenges we face and how we will improve care. It can be found at www.swlondon.nhs.uk
Our achievements

Primary care

Two new GP hubs opened in April 2017 to offer people in Merton access to GP and nurse appointments between 8am and 8pm, seven days a week - including bank holidays. Based in Wimbledon and Mitcham, the hubs are open 5-8pm Monday to Friday and 8am to 8pm on Saturdays. The Mitcham hub is also open 8am to 8pm on Sundays. Appointments can be booked on the day by calling NHS 111 or in advance through a patient’s regular GP practice. Wound care is also delivered by nurses on site.

“Webrilliant service: Saturday GP shut. Called 111 and saw doctor within four hours. Appointment was on the dot, no waiting. Thank you NHS!”

We increased investment to offer more appointments in all Merton GP practices, including dedicated slots for children needing same day appointments.

Around 50,000 extra GP appointments were offered in 2017/18 – around 4,000 extra appointments a month.

Preventing ill health

The greatest influences on our health and wellbeing are things like education, employment, income, housing, our lifestyle choices and whether we have good social connections or feel lonely and isolated.

Social prescribing involves GPs linking patients with non-medical support in the community that can help with these issues. This could include benefit, housing, employment or bereavement support, or community groups for people who feel lonely.

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A social prescribing pilot started in January 2017 with a social prescribing co-ordinator working out of two GP practices in Mitcham. He supported people with anxiety and stress, and those experiencing social isolation and loneliness. An independent evaluation in 2017/18 showed an increase in health gains reported by patients and a significant reduction in GP visits. The pilot will now be rolled out in more practices. A similar service called care navigation is also available at the Nelson Health Centre.

“I was alone, very isolated and staying at home all the time so my doctor referred me to the social prescriber. He told me about the community centre, their lunch club and activities, and called them for me the same day. I joined the lunch club, have met different people and I volunteer there now. My life has totally changed, I don’t have to be alone or stay home anymore.”

Aasma, Mitcham
Our achievements

Urgent and emergency care

We want to make sure people with non-life threatening but urgent illnesses are treated as close to home as possible, and those with emergency needs are treated in centres with the very best expertise and facilities.

Some achievements in 2017/18:

- We employed more clinicians for our NHS 111 telephone service so that over half of calls are now handled by a clinician. The service can also now book people directly into their GP practice.
- We improved ‘front door’ streaming at A&Es so patients are rapidly assessed when they arrive and directed to the appropriate place – whether that is the hospital, urgent care centre, GP or their home.
- We established new teams to support people with long term conditions and patients who have been discharged from hospital but need extra help.

One of our emergency care providers, St George's University Hospitals NHS Foundation Trust, continued to experience challenges in meeting the maximum four hour waiting time standard in 2017/18. The standard is that at least 95% of patients attending A&E should be admitted, transferred or discharged within four hours.

Changes made to improve the hospital’s A&E waiting times in 2017/18 include almost doubling the capacity of its rapid access clinic, which provides ‘same day’ emergency care to patients (known as ambulatory care). The clinic, based at the main hospital site in Tooting and linked to the A&E, enables patients to be assessed, diagnosed, treated and discharged the same day, without being admitted overnight.

Children and young people

Two CCG staff are now based with Merton Council’s Children, Schools and Families and Public Health teams to make sure we develop joined-up services for children and young people.

Some achievements in 2017/18:

- An autism strategy was developed by the local authority in partnership with the CCG following extensive engagement with local people. The neurodevelopment pathway for children received additional investment to ensure open access for diagnostic assessments
- With south west London CCGs, we launched a specialist eating disorder service for young people
- We funded Off the Record and The Wish Centre to provide counselling and self-harm support services for young people
- We developed transition services for 18 to 25 year olds suffering from neuro-developmental disorders such as Attention deficit hyperactivity disorder (ADHD).
Our achievements

Cancer

In 2017/18 we increased the number of out of hours clinics to make it easier and more convenient for women to access cervical cancer screening.

We introduced the Bowel Cancer Screening Communication Service to improve the uptake of screening. Staff contact patients who have declined to be screened to talk them through the process, why it is important and address any concerns they have.

We increased the number of Cancer Care Reviews which are carried out in GP practices within six months of a patient’s diagnosis to help identify early signs of complications or poorly controlled symptoms.

We worked with local hospitals to make sure that Health Needs Assessments are completed and returned to GPs and that treatment summaries contain all the necessary information. These support GPs to help patients after they have received cancer treatment.

Older people

More people are living longer with multiple long term conditions such as heart disease, diabetes, cancer, mental health conditions, and dementia.

Some achievements in 2017/18:

- Expanding Merton’s Holistic Assessment and Rapid Investigation Service for older residents so that it supports a broader age group of people with complex needs. The service also now offers diabetic eye screening.
- Introducing red bags into 21 Merton care homes. The bags are packed when a resident has to go into hospital and include personal details, details about their health conditions and medicines, a change of clothes and personal items such as glasses and dentures. The bag is handed to ambulance staff who pass it to hospital staff. Vital information in the red bag helps hospital staff provide quicker effective care and reduce delays in getting patients home from hospital.
Our achievements

Planned care
Planned care refers to non-emergency treatment that is planned in advance, usually after referral from a GP. It can include x-rays or scans, as well as any procedures patients are assessed as needing, for example hip replacements or cataract procedures.

We have established a Planned Care Delivery Board with St George’s University Hospitals NHS Foundation Trust to oversee improvements in areas including diabetes, dermatology, musculoskeletal and gastroenterology to improve care, make sure patients get faster referral to treatment and to reduce unnecessary follow ups, for example by offering virtual consultations.

Patients can now self-refer to our musculoskeletal (conditions affecting joints, bones and muscles) service instead of waiting to be referred by their GP. They can get assessed and treated more quickly while GP workload is reduced. Over 600 people have self-referred.

The Community Diabetes Service has been expanded to make it easier for people to access advice and support in primary care. We also worked with GP practices to increase the number of people offered diabetes education programmes.

Adult mental health
In early 2018, our talking therapies service started offering online cognitive behaviour therapy in the evenings and weekends as well as during week days. The service is designed to help with many mental health problems including depression, fears and phobias, panic attacks, social anxiety and shyness.

The Sunshine Recovery Café opened in Wimbledon in April 2017 to provide a safe and welcoming space that aims to reduce anxiety and pressure for anyone in south west London who is struggling to cope. It is open 365 days a year.

Other successes include:
- 24/7 psychiatric liaison services are now provided in all our A&E departments
- People can get faster access to crisis mental health care with St George’s, Kingston Hospital NHS Foundation Trust and Epsom and St Helier University Hospitals NHS Trust now offering access to specialist mental health staff 24/7 with a one hour response to emergency referrals.
Working with the local community

In 2017/18 we continued to make sure that patients, residents and carers are actively engaged and involved in helping us to improve local health services.

In November 2017, the CCG met with over 300 people to listen and gain feedback on commissioning priorities as part of the development of the CCG’s commissioning intentions.

Our Patient Engagement Group (PEG) used their experience to provide support to specific areas of work such as improving access to health checks within GP practices for Black, Asian and Minority Ethnic (BAME) communities. This included specific work with BAME PEG members to understand how best to promote this initiative to target groups and communities.

**Mitcham Carnival Health Hub**

More than 1,000 people visited our Health Hub at Mitcham Carnival in June 2017. We promoted local health and wellbeing services and invited local groups to join us. Over 100 people answered our survey about GP hubs and out of hours GP services, while 25 people signed up to get more involved in the Wilson Health and Wellbeing Campus development.

**Autism Pathway Engagement**

To listen and engage parents and families on their views and experiences of the autism pathway, we worked with local groups that included Kids First, Merton National Autistic Society, Eagle House School and Merton Carers Support. As a result of the feedback received, we are looking at the support parents need when children are first diagnosed so they can quickly and easily access services to help them understand autism and support their child.

**Diabetes Truth Programme**

With an increase in diabetes across Merton, Health and Wellbeing Board members ‘buddied up’ with local people with diabetes to get an understanding of day-to-day life with diabetes and the challenges patients and carers face. It is hoped this will help inform new approaches to improving the health of patients.
Our plans for the year ahead

The Wilson Health and Wellbeing Campus

The old Wilson Hospital site in Mitcham is being redeveloped into a new health and wellbeing space.

The vision for the campus stems from a belief that longer, healthier, happier lives can be achieved when people come together to support each other. This was shaped by conversations with over 450 people about life in and around Mitcham. We heard about all the things that impact health and happiness – income and work, housing, relationships, skills and education. We know the new facility needs to deal with far more than just medical health needs.

We are working closely with partners from the community and planning and construction experts.

There are a number of steps to take in a complex process of designing, planning and building the new facility. We are aiming to open to the public in 2022.

To find out more visit www.mvsc.co.uk/wilsonhealthandwellbeing or email wilson.healthwellbeing@swlondon.nhs.uk.

What services will be available:

- **Wellbeing services** these could be things like community gardening, debt advice and employment skills services.
- **Bookable GP appointments** from 8am – 8pm, seven days a week
- **Adult mental health** services
- **Support for people with long term conditions** like diabetes
- **Community café**
- **X-ray and other diagnostics**
- **Podiatry** – to treat conditions that affect feet
- **Physiotherapy** – to treat conditions that affect joints, bones and muscles
- **Children’s development centre** – to offer physical and mental health services for children, young people and their families.

Making hospital services fit for the future – working with Sutton and Surrey Downs CCGs

Epsom and St Helier University Hospitals NHS Trust has faced significant challenges for many years in terms of the suitability of its buildings and how its services are organised. In autumn 2017, the trust set out its own view of these challenges and how it believed commissioners should respond.

NHS Surrey Downs, Sutton and Merton CCGs have developed the Improving Healthcare Together 2020-2030 programme to look in detail at the challenges and how to best make sure the hospitals continue to deliver high quality, safe and sustainable services. The CCGs have already said that there will continue to be a need for both hospitals. Following the publication of an issues paper, a programme of public engagement started in July 2018. If any significant changes are proposed there would be a full public consultation before any decisions are made.
### How we did against some of our targets in 2017/18

<table>
<thead>
<tr>
<th>Target</th>
<th>Achieved</th>
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<tbody>
<tr>
<td>95% of patients seen in A&amp;E admitted or discharged within 4 hours</td>
<td>✗</td>
</tr>
<tr>
<td>95% of people treated within 18 weeks of referral to psychological therapies</td>
<td>✔</td>
</tr>
<tr>
<td>93% of cancer referrals to be seen within two weeks of referral</td>
<td>✗</td>
</tr>
<tr>
<td>93% of suspected breast cancer referrals to be seen within two weeks of referral</td>
<td>✔</td>
</tr>
<tr>
<td>99% of patients have diagnostic tests within six weeks of referral</td>
<td>✔</td>
</tr>
<tr>
<td>67% of people with dementia diagnosed</td>
<td>✔</td>
</tr>
<tr>
<td>96% of patients waiting no more than 31 days from diagnosis to first definitive treatment for all cancers</td>
<td>✔</td>
</tr>
<tr>
<td>95% of category A 999 calls results in an ambulance arriving in eight minutes</td>
<td>✗</td>
</tr>
<tr>
<td>0 incidents of MRSA</td>
<td>✔</td>
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St George’s University Hospitals NHS Foundation Trust took the decision to suspend referral to treatment target reporting (patients waiting no longer than 18 weeks) in 2016 because they found problems with their data.

There has been significant progress made since then to treat long-waiting patients. The CCG continues to work with the **trust** and **regulators** to oversee improvements.
How to get involved

There are lots of ways you can get involved in shaping health services in Merton.

**Online**

Follow us on Twitter
@NHSMertonCCG

Tell us what you think about health services or ask a question by completing a feedback form on our website www.mertonccg.nhs.uk

**Face to face**

Come along to our Board meetings – the dates, times and papers are published on our website. We also record our meetings so you can watch them on our website whenever is convenient.

Find out about becoming a patient representative on our Patient Engagement Group by emailing PPE@mertonccg.nhs.uk or visiting www.mertonccg.nhs.uk/get-involved

Join Healthwatch Merton, an independent watchdog for health and social care, email info@healthwatchmerton.co.uk or call 020 8685 2282.

Join a patient participation group at your GP practice.
Free support is available in Merton.

Get the help you need when you need it.

Thinkaction Merton (MIAPT)
We deliver free primary care mental health services for adults living in Merton. We offer one-to-one therapy (face to face, telephone or Skype) and group therapy. The group therapy includes a wide range of innovative workshops and webinars. You will be assessed within two weeks and workshops run on a rolling basis.

Register online at www.thinkaction.org.uk/online-registration or by calling 0300 012 0012.

Ieso Digital Health
If you feel anxious or depressed, one-to-one online therapy with Ieso can help. The free service is for people aged 18 and over and registered with a GP in Merton, or living in Merton.

Refer yourself at www.iesohealth.com/merton or call 0800 074 5560.

Big White Wall
Big White Wall delivers online Step 3 talking therapy for Merton residents.

- CBT and Counselling sessions available from 7am-11pm, 7 days a week.
- Sessions are delivered by instant messaging, audio or secure webcam.
- The only digital mental health service registered with the CQC.

The service is free, accessible and flexible, and there are no waiting lists!

Ask your GP for a referral to Big White Wall.
Email sarah.odonnell@bigwhitewall.com for more info.
NHS Surrey Downs, Sutton and Merton clinical commissioning groups (CCGs) are working together to improve healthcare in our areas and make it sustainable for the future.

Improving Healthcare Together 2020-2030 is a programme of work to make sure we can provide future services that deliver the very best treatment possible, in modern healthcare settings.

We want to hear about your experiences and ideas for improving healthcare in the local area.

You can send us your thoughts, comments or questions via the following:

- [www.improvinghealthcaretogether.org.uk/feedback](http://www.improvinghealthcaretogether.org.uk/feedback)
- hello@improvinghealthcaretogether.org.uk
- @IHTogether
- Freepost
  IMPROVING HEALTHCARE TOGETHER 2020-2030