Improving community services

What?

Merton Clinical Commissioning Group (CCG) has plans to improve local community health services, which are currently provided by Sutton and Merton Community Services.

Community health services are sometimes less visible to the public as they are delivered in a variety of settings:

- In people’s own homes
- In clinics located in the community
- In other community settings, e.g. in GP surgeries, children’s centres and schools

There are lots of individual services, including:

- Integrated locality teams, such as community nursing and adult rehab/therapies
- Rapid response services to keep older people out of hospital and support them after they have left hospital
- Specialist services focusing on patients with specific needs such as diabetes and chronic lung disease
- Outpatient services such as physiotherapy and podiatry
- Children’s services including health visitors, school nursing and services for children with complex needs
- Community dietetics

Why?

- Our contract for community health services expires on 31 March 2016 and a full and competitive procurement needs to take place
We are in the first stage of deciding what future services we want to buy, known as the pre-procurement stage. The process is starting in October 2014. We intend to award the new contract in October 2015, with a view to delivering new services from March 2016.

What services does Merton need?

We need services that are focused around the needs of our residents, and that treat patients as individuals. This includes providing:

- Wellness – universal or preventative services to enable stronger families and self-management for adults
- Early intervention – targeted services for individuals who may be at risk in the future
- Help at home – support for adults in the community and children with complex needs
- Specialist – support for adults and children who cannot be supported in the community, and children in care

How to get involved

We need your input at various stages of the process including:

- Being part of the procurement and evaluation process
- Inputting into the documents that specify what we want
- Evaluating the bids submitted by providers
- Attending bidder presentations and site visits
- Making a recommendation as to who should be awarded the contract.

At this stage we’d like your views on community services and your feedback on how you’d like to be involved. Please complete the feedback form on the next page or contact us to let us know your views.
Community services feedback form

What’s great about these services at the moment? What could be different?
How would you like to access services most conveniently?
What outcomes are most important to you?

Insert your feedback here:

How do you want to be involved; for example, part of a project patient group, through engagement events, by newsletter or other mechanisms?

Insert your feedback here:

Please contact Clare Lowrie-Kanaka email: Clare.Lowrie-Kanaka@mertonccg.nhs.uk or phone: 020 3668 1221. If you have completed the feedback form then please return it to a member of staff or alternatively email to the above address or post it to 5th floor, 120 The Broadway, London, SW19 1RH. www.mertonccg.nhs.uk