



Merton Clinical Commissioning Group

Report to the Merton Clinical Commissioning Group Governing Body

Date of Meeting: Thursday, 16 May 2013

Agenda No: 7.1

ATTACHMENT: 04

<p>Title of Document: Draft prospectus for Merton CCG</p>	<p>Purpose of Report: For Agreement</p>
<p>Report Author: Joanna Nurse, Communications and Engagement Lead</p>	<p>Lead Director: Jenny Kay, Director of Quality</p>
<p>Contact details: Joanna.nurse@nhs.net, Mobile: 07920 274015.</p>	
<p>Executive Summary: NHS England requires all CCGs to produce a short prospectus by 31 May 2013. The prospectus should be a brief overview of each CCG's purpose, organisation, membership, plans and priorities. NHS England has said that: "The intention of the prospectus is to be a very short guide, which explains to your local community what the CCG is, and the ambitions you have for your local population's health services. Each CCG's prospectus should be locally determined to reflect the needs of the people you serve."</p> <p>It is intended to be a clear, straightforward document accessible to a non-NHS audience, including members of the public.</p> <p>NHS England intends the prospectus to have a variety of potential uses: including use at public events (such as Merton CCG's launch event on 15 June), publication on the websites, and use by GP members to answer public questions.</p> <p>The intention is to publish the prospectus as a Word document on the CCG website no later than 31 May, and then consider options to have it professionally designed and printed.</p> <p>There is the option to refresh, review and republish the prospectus in the future so that it remains a relevant and 'live' document.</p>	
<p>Key sections for particular note (paragraph/page), areas of concern etc: No key sections of particular note. However, I would like a consideration of whether the draft content reflects what the Board wants to see covered in its prospectus.</p>	
<p>Recommendation(s): The Merton Clinical Commissioning Group Governing Body is requested to consider the content of the draft prospectus and suggest as amendments which should be made</p>	

Committees which have previously discussed/agreed the report:

No committee has previously seen the report, but it has been sent to the following for comment/amendments: Eleanor Brown, Jenny Kay, Clare Gummett, Dr Caroline Chill and Clare Lowrie- Kanaka

Financial Implications:

There is the option to eventually have the document professionally designed and printed. If the CCG chooses this option, there will be a small cost for design and print work.

Other Implications: (including patient and public involvement/Legal/Governance/ Risk/ Diversity/ Staffing)

After internal agreement, the prospectus has been shared with external audiences for their comment and feedback. These audiences will include Councillor Linda Kirby of Borough of Merton, Lambton Road Surgery PPC Group, one local resident and Compact. The audiences were asked for their view on clarity of the content for a non-NHS readership. Their comments, where appropriate, have been included in the latest version of the prospectus.

Equality Analysis:

None as yet

Information Privacy Issues:

None. All information included has been taken from strategy documents such as the ISOP. Case studies have been signed off where appropriate.

Communication Plan: (including any implications under the Freedom of Information Act or NHS Constitution)

NHS England has stipulated that each CCG prospectus must be accessible to the public. The plan for communicating the prospectus is as follows:

- 1) Publish as a Word document on the Merton CCG website
- 2) Tweet link to prospectus
- 3) Make hard copies available for the CCG launch event on 15 June
- 4) Make hard copies available as appropriate at future public facing events
- 5) Circulate to CCG staff as a reference resource which can be used to answer questions from colleagues or members of the public as appropriate
- 6) Circulate to GP membership and practice managers as a reference resource.



Merton Clinical Commissioning Group

Our Prospectus By NHS Merton Clinical Commissioning Group



Welcome to the first NHS Merton Clinical Commissioning Group (CCG) prospectus, setting out our plans, values and principles.

The prospectus is not a detailed document: it is a brief overview of our plans for healthcare in Merton and the way we work as a CCG.

Our guiding principle is that everyone in Merton should be able to receive the care they need, at the **right time**, in the **right place** and from the **right healthcare professionals**, bringing the **right results** for each individual patient. To do this, we are looking carefully at the kinds of services that people in Merton need: both now and in the future.

Who we are

On 1 April 2013, NHS Merton CCG became the new organisation responsible for planning and buying (what we call commissioning) healthcare services for everyone in the borough.

We are made up of all the GPs in Merton, led by a governing body including:

- Merton GPs;
- an independent nurse;
- a hospital doctor;
- members of the public (called lay members); and
- a public health expert from Merton Council.

Involvement and feedback from patients, carers and the public is crucial if we are to achieve our aims. We want people in Merton to have a voice and to be able to influence how we plan and improve healthcare services. This is a key part of our commitment to openness in all our work, and supports the principles set out in the NHS Constitution (www.nhs.uk/NHSConstitution).

As a patient in Merton, it might be difficult at first to see how we are doing things differently. You will still be able to make an appointment with your GP, be referred for further treatment, access diagnostic services and receive a full range of services.

What is new is that all of our work is clinician-led: this means that we believe that GPs, nurses, hospital doctors, pharmacists, dentists and others healthcare professionals are the best people to know if a service can really improve care, and if they are not convinced of the case for introducing a new service, or changing an existing service, then we won't do it.

Here is an example of how GPs and other healthcare professionals making decisions can make a real difference to care:

End of Life Care

Before

“Tom”, suffering from terminal cancer, would be admitted to hospital to receive care for his last days – even though he had wanted to stay at home with his family nearby.

What has changed

The CCG has End of Life Care as one of our top priorities. Merton GPs, together with other clinicians, have used their experience of listening to patients talking about their experiences to set up a process, called the End of Life Strategy, which makes sure that people with terminal illness are able to die at home if they wish: a good example of **right place**.

“Tom” will now have support from:

- An End of Life Discharge Home Service which provides round-the-clock palliative care advice and ensures a care team escorts him in the ambulance, handing over care to community staff in his home;
- A Hospice@Home service, delivered by a dedicated team, including a clinical nurse specialist, GPs and district nurses, to support him and his family or carers to enable him to die where he wants to be.

Our priorities

We have agreed a set of priorities which we believe will make a real difference to the quality of care in Merton. Many of these initiatives aim to tackle the most common conditions which affect local people and their quality of life.

Here are our priorities:

- Supporting people with long term conditions such as heart disease, lung disease and diabetes;
- Supporting people with their mental health to get help through early intervention and prevention services which will treat all patients with dignity and respect;
- Supporting people with learning difficulties;
- Extending and expanding services provided for End Of Life Care;

- Urgent care: for example, we will make sure that the urgent care centres at St George's Hospital and St Helier Hospital work better together so that all patients who need urgent care can receive the treatment they need, when they need it;
- Planned care: we will review the ways in which patients are referred for planned care so that referrals are made more efficiently, and we will plan and provide more services in the community, bringing care closer to where people live;
- Maternity and newborn care;
- Children and young people: safeguarding vulnerable children in particular is a priority; and
- Staying healthy and preventing ill health: we want to give every child in Merton a healthy start in life and support people to improve their own health and wellbeing as independently as possible.

Here is an example of how we make a difference to patient care for people with diabetes:

Diabetes Care: our priorities in action

Before

"Mo" with long-term diabetes in Merton visits his GP. The GP recommends that the patient is prescribed medication. "Mo" is not happy with this but is not sure what to do.

What has changed

The CCG believes that helping patients to manage their own condition when appropriate is a positive approach. We use our principle of **right care** and **right results** to improve patient education about diabetes care. An Expert Patient programme for people, like "Mo", with diabetes will be in place across Merton from June 2013. This will mean that "Mo" will now be able to manage his own condition more effectively between GP appointments, controlling his blood sugar level through regular exercise and diet, and giving him a sense of being more in control of his own health. The results are so good that his move onto medication is to be reviewed, and he can be monitored locally, by his GP practice, rather than having to travel to hospital appointments.

Our goals and plans

Improving your patient experience and access to care

We are continuing to take forward the 'Better Healthcare Closer to Home' programme. This is an ambitious programme for change to improve care for patients, providing care more locally and modernising our buildings and facilities so that they are modern, light and welcoming. Two new, purpose-built Local Care Centres are being developed for Merton: one on the Nelson Hospital site in Raynes Park, which is currently being rebuilt, and the other in Mitcham. Both centres will provide a range of care, including GP and practice nursing services, community care, diagnostics (such as blood tests) and acute outpatient services.

Improving the quality of healthcare in Merton

We pay close attention to patient safety, continuing to work with providers such as hospitals, GPs and community services to reduce healthcare acquired infections, to ensure that serious incidents are investigated and learnt from, and to have safeguarding systems are robust and responsive.

But we want to go beyond minimum standards.

Within our CCG, and among our providers, we promote a culture of continuous improvement. Patient safety and the quality of patient care are our priorities, and we must ensure that our safeguarding systems protect all patients, but in particular children and vulnerable adults.

We will work with clinicians, patients and members of the public to continually improve patient safety and the quality of care.

Reducing health inequalities in Merton

Life expectancy for women living in the least deprived parts of the borough is almost 13 years higher than for women living in the most deprived areas.

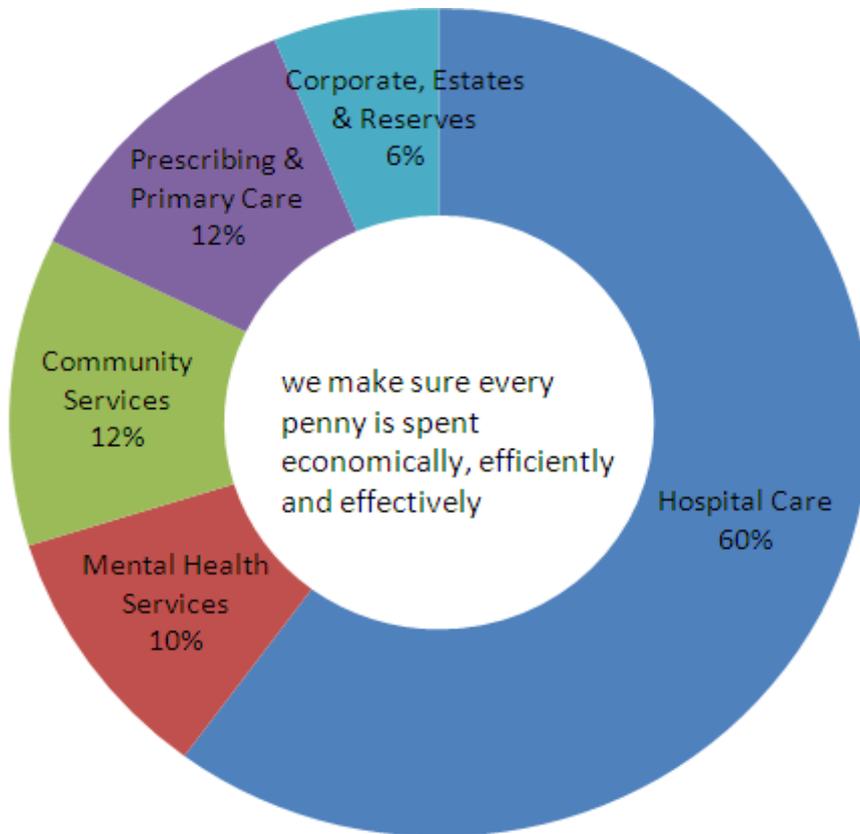
Responsibility for tackling these unacceptable inequalities lies with us in the CCG and with Merton Council, where public health now sits.

Our main tool is the Health and Wellbeing Board's Strategy, through the Health and Wellbeing Board for Merton, made up of us in the CCG, Merton Council, and local voluntary organisations.

As well as addressing health inequalities, the Board focuses on creating health and social care services which are better joined up, to improve patients' quality of life and ensuring the best use of limited budgets.

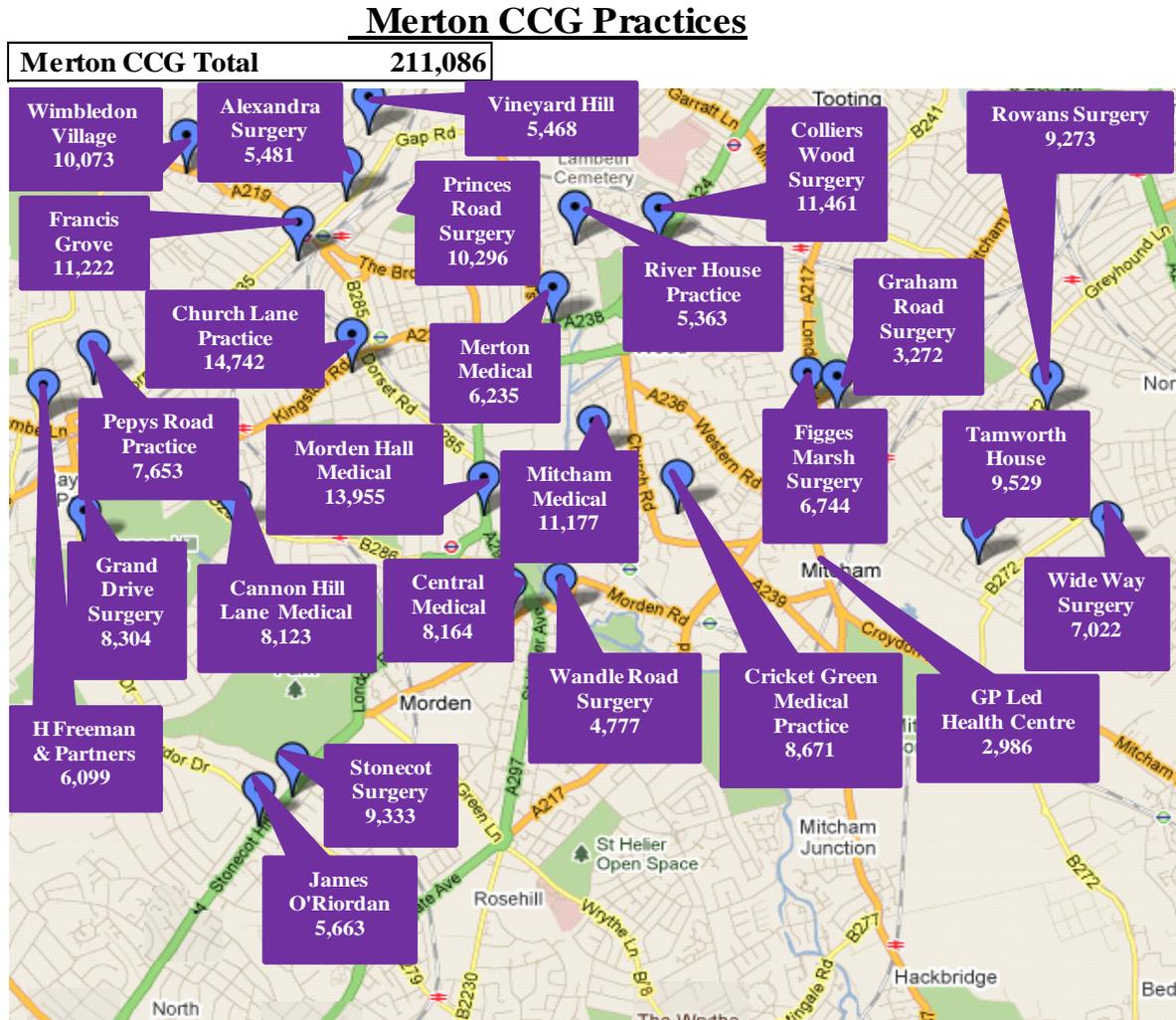
How we will spend our money

In the 2013 financial year, Merton CCG has a budget of around £210m. The chart below shows how we are spending it.



How We Are Organised

There is one CCG in Merton, and it covers the whole borough area. All GPs are members of the CCG (below is a map showing all the GP practices in Merton).



We meet every other month in public in Merton and members of the public are welcome to come along. An agenda and papers for each meeting are published beforehand on our website at www.mertonccg.nhs.uk.

Finding out more and getting involved

We want to hear the views and opinions of our patients, and welcome feedback. We are also encouraging people to get involved in their local NHS. There are many ways to do this, such as taking part in consultations and surveys, completing an online comments form which can be found on our website, attending a local meeting, join your GP's Patients Participation Group, becoming a member of our involvement database or a patient representative, there are many options depending upon how involved you want to be!

Meet Clare Gummatt: one patient's experience of getting involved

Below is a short case study, in which Merton patient Clare Gummatt talks about what inspired her to get involved with her local NHS:

“Merton has been my home for over 30 years, and it is where I have raised my four children – now grown-up! My extended family has had our “money’s worth” out of the local NHS through visits to our GP and all our local hospitals including: home births, immunizations, broken limbs, emergency surgery, planned surgery, travel health advice, long term treatment, end of life care.

“I have also been lucky enough to work in community groups across Merton for many years, and I am passionate about the local community having a voice in the decisions that affect us. I had already joined my local GP Practice Patient Participation Group, and felt we could be doing so much more over representing patients’ views locally. That is why I applied to become a member of the Merton Clinical Commissioning Group Board. As one of our community I will do my best to represent your views, but to do that I need to hear them.”

If you would like more information on how to get involved in local health services, or would like to be keep informed of developments, opportunities for involvement or local health events, please visit our website's 'Get Involved' page at www.mertonccg.nhs.uk

Alternatively you can contact our team on 020 8251 0588 or email Clare Lowrie-Kanaka, Patient and Public Engagement Co-ordinator for NHS Merton CCG, at clare.lowrie-kanaka@mertonccg.nhs.uk