



right care
right place
right time
right outcome

NHS
Merton
Clinical Commissioning Group

MERTON CLINICAL COMMISSIONING GROUP GOVERNING BODY

Date of Meeting: 23rd March 2017

Agenda No: 5.1

Attachment: 04

Title of Document: Chair's Report	Purpose of Report: For Note
Report Author: Dr Andrew Murray – Merton CCG Chair	Lead: Dr Andrew Murray – Merton CCG Chair
Executive Summary: This report covers the main updates and activities undertaken by the Chair in a number of strategic areas.	
Key sections for particular note (paragraph/page), areas of concern etc.: <ul style="list-style-type: none"> • SWL Alliance & LDU Developments • Sustainable Transformation Plan • Primary Care • East Merton Model of Health & Wellbeing • Stakeholder 360 	
Recommendation(s): The Governing Body is asked to note this paper and to ask any questions relevant to the content.	
Committees which have previously discussed/agreed the report: Nil – this report is provided for the Governing Body	
Financial Implications: Each of the areas discussed within the paper have a financial element to some extent. However, there is nothing extraordinary for noting in relation to finance.	
Implications for CCG Governing Body: For note and discussion	
How has the Patient voice been considered in development of this paper: All areas have impact on patient care and experience	
Other Implications: Nil of note	
Equality Assessment: Each of the areas discussed within the paper have an equalities element to some extent. However, there is nothing extraordinary for noting in relation to equalities.	
Information Privacy Issues: Nil of note	
Communication Plan: Aspects of the report are communicated through the appropriate internal and external communications channels.	

CHAIR'S UPDATE

SWL Alliance and LDU developments

Sarah Blow is now in post as the SWL Accountable Officer and is also acting as Merton's Accountable Officer.

James Blythe has been appointed as Managing Director for the Merton and Wandsworth Local Delivery Unit. He is currently Director of Commissioning and Strategy for Surrey Downs CCG and has previously worked at Brighton & Sussex University Hospitals Trust, NHS Surrey, the Department of Health and PWC. James will start his new role on 3 May.

Andy McMylor has been appointed as Director of Transforming Primary Care for Merton and Wandsworth. A role he's already filling. In addition the new Local Delivery Unit Director of Finance for Merton and Wandsworth has been confirmed as Neil McDowell. Neil is currently Acting Director of Finance at Wandsworth CCG.

Recruitment to other LDU and SWL Alliance posts is still on-going.

As part of the organisational development for the new LDU, staff from both Merton and Wandsworth CCG met last week to discuss ways of working going forward. It was a lively session and gave staff an opportunity to meet the new MD and also to ask any questions they had.

STP

The STP Programme Board met earlier this month and discussed a number of issues, including a progress update on the programme and an update on the maternity workstream. An updated Communications and Engagement Strategy for 2017 was agreed. The STP's programme of grassroots engagement has been shortlisted for a national award by The Association for Healthcare Communications & Marketing in the 'Best Engagement or Consultation' category.

We will have sponsored and attended 88 events across SW London and had in-depth conversations with over 1600 people from 'seldom heard' communities by the end of March 2017. This includes more than 5000 individuals across a number of groups including BME groups, older people, faith groups, LGBT organisations, people with physical disabilities, learning disabilities, refugees and asylum seekers, homeless people, people with mental health conditions, children and young people, carers, people with long term conditions and people from areas of economic and social deprivation.

We have agreed to extend the project for another year to build momentum.

Primary Care

Work continues on a number of areas not least the finalising of preparations to provide up to 50,000 more appointments across Merton. These appointments will be available in existing GP practices during the current Monday-Friday core hours (8am to 6.30pm) and also during 'extended hours' (6.30pm to 8pm) and Saturday mornings in some practices. We've made sure these appointments will be available on the day and in advance and a proportion will be allocated to children.

The GP access hubs are also on track for 1 April. Additional evening and weekend capacity will be created in these two local hubs. They are not walk-in centres so these appointments will need to be booked in advance either via a patient's practice or by calling NHS 111. The hubs will operate in the evenings and on Saturdays 8am to 8pm with the east Merton hub open on Sundays 8am to 8pm as well.

Over the coming year the CCG will also be working with all our local practices on a range of quality issues. Good patient experience is not just about capacity which is why our plan also includes a focus on telephony, registration procedures and the needs of carers.

NHS England (London) has informed us that they will run a General Practice campaign in April. Their campaign aims to highlight the challenges and successes of General Practice in London, and show progress towards delivery of the GP Forward View in the past year. This timing will also help us promote the use of GP access hubs over the busy Easter weekend (14-17 April), urging people to make use of these rather than going to A&E.

Merton is also encouraging people to 'choose well' and is continuing to promote the use of Health Help Now and 111. Materials have gone out this month to practices, libraries, children's centres and community groups.

The Primary Care Team are working with NHS SW London Primary Care Team, our locality leads and practices to develop sustainable proposals for our estate and on boosting use of online services.

East Merton Model of Health and Well-Being

I attended a Programme Board meeting for the East Merton Model of Health and Well-being at the end of February and we continue to work closely with Public Health colleagues on the plans.

Stakeholder 360

The CCG 360° stakeholder survey forms an important part of our year-end performance assessment and allows us to monitor and improve our performance and improve both the quality and outcomes for our patients. In particular the findings survey findings give us the opportunity to learn from examples of successful engagement, to focus on key areas for improvement in our relationships and to understand how stakeholders' views have changed over time.

The survey was conducted by IPSOS Mori during February and March this year. The response rate overall and for Merton was higher than in previous years. The national average was 62% and Merton's response rate was 67%. The findings will be made available to CCGs at the end of this month.

Governing Body

And last but not least I would like to say a very big thank you to Dr Carrie Chill whose term of office comes to an end on 31 March. Carrie has been instrumental in the CCG developing its fall prevention service, HARI and our End of Life Care Strategy.