

CCG News

December 2016

The Black Country Sustainability and Transformation Plans

Health and social care organisations in the Black Country and West Birmingham have developed proposals to improve health and care for local people. The proposals are known as the Black Country Sustainability and Transformation Plan.



There is a national requirement to develop five year Sustainability and Transformation Plans (STP) covering all areas of NHS spending in England and linking with all the national strategic priorities for health.

Our local STP covers the Black Country and West of Birmingham.

What is an STP?

The STP is not a new organisation and it has no statutory powers. It's a collaboration of 18 organisations across primary care, community services, social care, mental health and acute and specialised services across the Black Country and the West of Birmingham. These organisations retain their individual responsibility and decision-making powers, but recognise the opportunity and benefits of coming together for people who use our health and care services.

STPs offer a new way of working for health and social care services locally,

focusing on delivering health and care services defined by local area boundaries, not by local organisational boundaries.

The aims are to:

- Improve the health and wellbeing of local people
- Improve the quality of local health and care services
- Deliver financial stability and efficiencies throughout the local health care system.

Why we need to do things differently

As our population ages and people live longer than ever before, the number of people requiring care for life also changes. Health and care funding is not increasing in line with the demands on the services. Local authority budgets for social care are also reducing. Without change, in five years' time we are predicting that we will have a

£700 million gap between the funding that health and social care has and the money it needs to spend.

We must find a different way in which to plan, organise and provide services if we are to continue meeting the health and care needs of our local population, some of which live in the most deprived areas in England and suffer some of the worst health outcomes.

The success of our STP also relies on our relationship with our patients, people who use our services, our staff and clinicians.

We will take an engaging and co-production approach to our STP by supporting patients, people who use our services, our staff and clinicians to lead change. Taking decisions together we will ensure that collective action can make a positive difference to the health and care of people across the Black Country and West Birmingham.

Continued overleaf...

The Black Country Sustainability and Transformation Plans continued...

What does it mean for Dudley?

Dudley CCG have been active partners in developing the STP. Paul Maubach our Chief Executive Officer, chairs the Local Place Based Workstream with the aim of developing new models of integrated care across the Black Country. Dr David Hegarty, our Chair, leads the Clinical Reference Group which will provide a Quality Assurance role to the wider STP and ensure that there is clinical leadership to any changes.

The STP reinforces the importance of our local development of the Dudley Multi-speciality Community Provider (MCP). The work we have done to date is an example of best practice and Dudley will be leading the way in much of the place based care plans. The STP also adds value to Dudley by developing the benefits of Black Country-wide working on areas such as secondary acute care.

The STP offers a helpful opportunity for collaboration towards areas of best practice. Ensuring that we use our resources effectively to drive improvements in the quality of care for people across Dudley and the Black Country. We endorse the overall direction of travel and we will be looking to take responsibility locally for those areas which are important to Dudley people and the changes they require to improve access,

continuity and coordination of care. We also welcome the independent review of the Midland Metropolitan Hospital to ensure that the plans for this new hospital reconfiguration provide the best possible solutions for services in the Black Country.

To read the full plan or a summary version of the plan, go to www.dudleyccg.nhs.uk/STP

Opportunities to get involved

To make our plans a success, it is vital that we get the views of local people. Key aspects of our plans, such as the development of a Dudley MCP, have already been subject to public engagement and consultation.

This engagement will continue and intensify now that the plan has been published in a format that is accessible to our patients, the public, staff and wider stakeholders.

We will also be holding events in local communities to ensure our plans reflect the views of local people. Please visit our website for details or contact Keren Hodgson by emailing Keren.hodgson@dudleyccg.nhs.uk or call **01384 321730**.

Your Views, Shaping the Future

We held a formal consultation on the Development of a Multi-Specialty Community Provider (MCP) which started on the 15th July and ran for 8 weeks.

During the week of 1st to 5th August the CCG hired a comments campervan to join in with park activities so we could share information about the consultation and encourage people to either leave feedback in the video diary room on the campervan or fill in a survey.

An open public meeting was also arranged for each of the five localities so people could join in and share opinions. This week proved a great opportunity to talk to people and make them aware of the consultation and the plans for an MCP in the borough.

The consultation also included opportunities for more detailed discussions on the scope, characteristics and outcomes for the MCP with both the public and clinical staff.

As part of the consultation we were keen to understand how the development of an MCP will impact either positively or negatively on the full range of people and communities in the Borough. We would like to thank the Centre for Equality and Diversity (CFED) who worked with us to provide the opportunity for different communities within Dudley borough to understand the consultation and to share their views with us.

We would like to thank those of you who took the time to attend our meetings, interact online or join us in the comments campervan. Your thoughts will help to shape the new MCP and ensure that we find a provider of healthcare in Dudley that meets your needs.

Overall the consultation reached the following people:

- 861,597 #MCPconsult impressions on Twitter
- 8,910 reaches on Facebook
- 374 completed surveys
- 347 attendees at 21 public events
- 80 attendees at 7 events for staff
- 80 recorded video diaries
- 30+ written submissions, by email and letter

Continued overleaf...

New Integrated Urgent Care Service Go Live

On November 8th at 10am, the West Midlands NHS 111 service transferred from Vocare to Care UK.

The new integrated service offers the following benefits for people:

- The new West Midlands Integrated Urgent Care Service will improve patient outcomes. There will be fewer steps in the patient journey, with direct and quicker access to the most appropriate clinician, including GPs, for specialist advice.
- A clinical hub is an integral part of the new service. It will be a single point of access for healthcare professionals, supporting the concept: "No decision in isolation".
- This is the first integrated urgent care system in the Country.
- This is the beginning of a bigger journey towards closer alliance working within the urgent care system.
- Providers of the Integrated Urgent Care Service have entered into an alliance agreement recognising the collaborative nature of this new way of working which will include shared objectives, metrics, data and learning across organisations. The alliance enables better access to notes and care records.
- Commissioners will be able to view performance reports across the whole system giving them a clear picture of the entire patient journey.
- Although commissioned regionally, the service will continue to be delivered locally. Because it is integrated and brings local services closer together, the new system means quicker access to the most appropriate local service.
- Commissioners will be able to view performance reports across the whole system giving them a clear picture of the entire patient journey.

Some of these were already realised in Dudley with the opening of the Urgent Care Centre providing our Out of Hours support.

NHS



The new Integrated Urgent Care Service for the West Midlands combines NHS 111 access with GP out of hours services.

Call 111 when you need medical help fast but it's not a 999 emergency.



The NHS non-emergency number

Stay Well This Winter



Dr Steve Mann, GP and Clinical Lead Dudley CCG, says:
“Encouraging people to keep warm and healthy during the winter is one of our key priorities, particularly for older residents and those that spend all day at home.

“These top tips show that it only takes a few simple measures to protect yourself and your family from winter-related illnesses and incidents. People living in Dudley borough can access free help and support to stay warm and well by calling Dudley’s Winter Warmth Service on 01384 817086.”

Do you know someone with a long-term health condition?

Cold weather can be seriously bad for our health, especially for people with a long term health condition, (including chronic neurological conditions), and those aged 65 or over. If someone you know is living with dementia, it can often be difficult for them to plan ahead, and to make sure they have everything they need to stay well. Keeping in touch with your friends, neighbours and family to make sure they have enough food supplies for a few days and have collected any prescription medications from their pharmacist, is a great way to help.

Get your flu jab

You can get the flu jab to protect you against seasonal flu from your GP or local pharmacy.

Flu vaccinations is offered free of charge if you’re aged 65 or over, have a long term health condition or are a carer, so you are protected against catching flu and developing serious complications.

Keep warm

This may help prevent colds, flu or more serious health conditions such as heart attacks, strokes and pneumonia

By setting your heating to the right temperature (between 18-21°C) you can still keep your home warm and lower your bills. If you feel cold at night, use a hot water bottle or electric blanket – but never use both together. It is especially important if you’re at home all day.

People living in Dudley borough can access free help and support to stay warm and well by calling Dudley’s Winter Warmth Service on 01384 817086.

Feeling unwell? Get advice from your pharmacist

If you think you or someone you know or care for is coming down with a winter illness, act quickly. Your pharmacist is fully qualified to advise you on the best course of action.

Is your medicine cabinet ready for the winter?

If you’re on medication, make sure you get your repeat prescriptions in time so you don’t run out. If you haven’t already, talk to your GP practice about registering for Patient Online. Simply complete the paperwork and you’ll be able to request repeat prescriptions online as well as make GP appointments. Check to make sure you have enough over the counter remedies for coughs and colds so you don’t need to leave home unless you have to.

Look out for others

The weather might mean people are stuck indoors more than usual - ask your loved ones and people near you if they need any practical help.

To find out more about how to stay well this winter go to www.nhs.uk/staywell.

STAY WELL THIS WINTER

Advice on Healthcare

Ask at your Pharmacy First

Everyone can go to their pharmacist for free advice or to buy a medicine for a minor illness or ailment.

Services at pharmacies include:

- Dispensing prescriptions and selling medicines only legally available from a pharmacy
- Expert confidential advice on treating many health problems
- Help in choosing the right over-the-counter medicine
- Advice about correct use of medicines
- Advice if you are unsure whether you need to see your GP
- Collection of repeat prescriptions from your doctor's surgery and delivery of medicines to your home
- Emergency contraception ('morning-after' pill) from some pharmacies
- Help in an emergency if you are unable to contact your GP for medication
- Extended opening hours

Contact your GP or GP Out of Hours Service

For most medical problems phone your GP practice for advice or to make an appointment.

GPs visit patients at home only if they decide there is a medical need. If your surgery is closed and you need urgent advice or treatment, call [NHS 111](#).

Urgent Care Centre

NHS 111

NHS 111 provides confidential health advice and information by telephone 24 hours a day, 365 days a year. Experienced call handlers will assess the condition and advise you where to go for help; make a GP appointment for you or despatch an ambulance in the case of an emergency. [Dial 111](#).

Urgent Care Centre

The Urgent Care Centre (UCC) offers non-emergency care for walk-in patients who have minor illnesses and injuries that need urgent attention.

Urgent Care Centre, Russells Hall Hospital, Pensnett Road, Dudley, West Midlands, DY1 2HQ

Open 24 hours a day, 365 days a year. No appointment necessary.

Advice and treatment for complaints including:

- Minor cuts, bruises, burns, scalds, insect bites
- Muscle and joint injuries, back pain
- Coughs, colds, headache and dizziness
- Stomach ache, indigestion, constipation
- Ear, nose and throat problems including minor infections and sore throats, eye problems such as conjunctivitis and styes
- Skin complaints including rashes, minor allergic reactions, scabies, head lice and nappy rash
- Genito-urinary complaints such as urinary infections & thrush

Serious Injury, Sudden Severe Illness or Medical Emergency

Go to your nearest hospital A&E department

Only go to a hospital A&E department in the event of an accident or emergency. An emergency is a critical or life-threatening situation such as:

- Unconsciousness
- Suspected broken bones
- Heavy blood loss
- Suspected heart attack
- Breathing difficulties
- Deep wounds - such as a stab wound
- Chest pain
- Head injuries

If you are unsure whether a health problem is an emergency needing A&E treatment, call your GP or NHS 111 for advice.

Call 999 for the ambulance service

Call 999 for an ambulance if the patient:

- Has had chest pains for more than 15 minutes
- Is not breathing/is having difficulty breathing/is choking
- Is unconscious
- Is bleeding heavily
- Is in the final stages of labour
- May have had a stroke, fit or convulsion
- May have taken an overdose
- Has severe burns
- Has suspected head or spinal injuries
- Has had a severe allergic reaction

Further instructions will be given over the phone by a specially trained call taker and, if appropriate, an ambulance will be sent.

Are you eligible for a free NHS flu vaccination?

Flu can be more dangerous if you are over 65, have an existing health problem, are pregnant, a carer or children under 4.

Don't put it off. Get your flu vaccination straight away. Ask at your GP Practice.

**STAY WELL
THIS WINTER**

nhs.uk/staywell



Melissa Dalton, Nurse

Do you have a long-term health condition or are you 65 or over?

Make sure you get your prescription medicines before Christmas Eve.

Because many GPs and pharmacies will close over the holidays.

**STAY WELL
THIS WINTER**

nhs.uk/staywell



Sanjay Ganvir
Pharmacist

Prescription Ordering Direct (POD)

The NHS Prescription Ordering Direct (POD) service is the new and easy way for people in Dudley to order repeat prescriptions!

All it takes is a simple phone call that you can make from the comfort of your own home - there's no need to go into your GP practice.

You will speak to a trained prescription co-ordinator who can discuss your needs, meaning that you will only order medication when you need it reducing potential waste and thus saving the NHS money which may be used for other important services.

The service launched on the 24th October 2016 and will initially be available Monday to Friday (excluding Bank Holidays) from 10am to 2pm at the following surgeries:

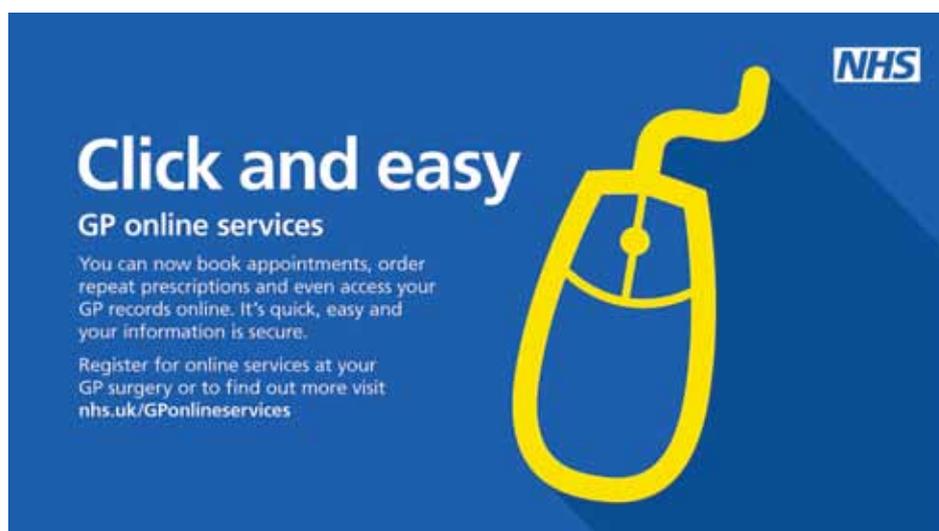
- AW Surgeries
- Halesowen Medical Practice
- The Links Medical Practice

This service will be extended to all practices in Dudley in the future, check with your Practice Manager to find out when this is available.

Why use this service?

Ordering your repeat prescription will be a quick and simple telephone call. You will be speaking to a dedicated person who will have time to answer any repeat prescription queries. We will ask you how you are getting on with your medication and are able to alert you if a medicine review is needed.

Unable to contact the POD between 10am and 2pm?



NHS

Click and easy

GP online services

You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit nhs.uk/GPonlineservices

You can also order your prescription online using GP Online.

You can register for online services at your GP practice, or go to nhs.uk/GPonlineservices for more information.

Why are we offering this new service?

Our aim is to ensure that patients are receiving the correct quantity of medication that they need in a timely manner to help to reduce the amount of medicine waste in our area.

Unused prescription medicines cost the NHS over £4 million every year in Dudley alone.

For more information:  @DudleyCCG Website: www.dudleyccg.nhs.uk Telephone: 01384 321823



NHS

Prescription Ordering Direct (POD)

A new and convenient way to order your repeat prescription. All it takes is a simple phone call - there's no need to go into your GP practice or pharmacy.

01384 323222

Call Monday to Friday between 10am and 2pm

If you unable to contact the POD between 10am and 2pm, you can order your prescription online using Patient Access. Register by contacting your GP practice.

If you wish to OPT OUT of this service then please contact your GP practice.