



Welcome

Guildford and Waverley, North West Surrey & Surrey Downs Clinical Commissioning Groups'

Annual General Meetings in Common

26 June 2019

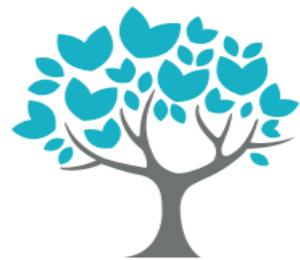
Working together as the Surrey Heartlands Clinical Commissioning Groups

Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

Agenda



- Welcome, introductions and apologies
- Declarations of interest
- Minutes from 2018 AGMs
- Update on Surrey Heartlands Health and Care Partnership
- Guildford and Waverley CCG overview for 2018/19
- North West Surrey CCG overview for 2018/19
- Surrey Downs CCG overview for 2018/19
- How to get involved
- Questions from the public
- Close



Surrey Heartlands

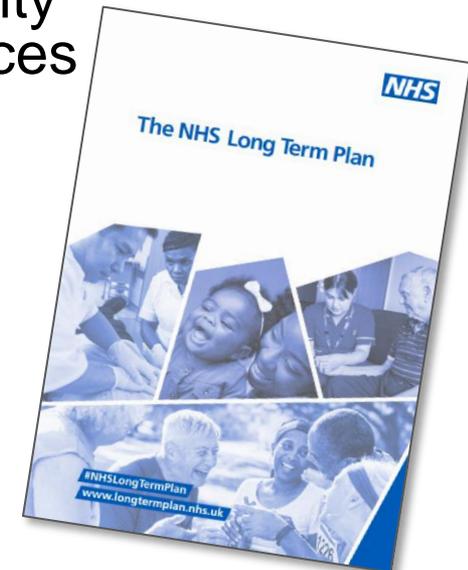
HEALTH AND CARE PARTNERSHIP

Matthew Tait
Chief Officer

A new approach to health and care



- Nationally health and care organisations are being asked to work together, bringing health and social care together
- Requires a completely new way of working – collaboration vs competition
- Working ‘as a system’ will help us focus on wellbeing and prevention as well as more personalised care when it’s needed
- With organisations taking a ‘collective responsibility’ for improving health outcomes, managing resources and delivering NHS standards
- All health and care ‘systems’ are expected to become Integrated Care Systems by 2021 (Surrey Heartlands is one of 17 areas nationally that is already operating as an ICS)



The Surrey Heartlands area



The partnership brings together



- Ashford and St Peter's Hospitals NHS Foundation Trust
- CSH Surrey
- Epsom and St Helier University Hospitals NHS Trust
- Royal Surrey County Hospital NHS Foundation Trust
- South East Coast Ambulance NHS Foundation Trust
- Surrey and Borders Partnership NHS Foundation Trust
- Surrey County Council
- Guildford and Waverley CCG
- North West Surrey CCG
- Surrey Downs CCG
- Surrey Heartlands GPs

About Surrey Heartlands

A short film



Integrated Care System development



- As part of our journey we have been working through what we should be planning and commissioning ‘at scale’ – across Surrey or wider – and what is best done locally ‘at place’
- Working to the principle that decision-making should always be at the most appropriate local level
- With services such as mental health, children’s services, continuing healthcare, learning disabilities delivered ‘at scale’
- And the majority of services planned and delivered across our new local partnerships:

Integrated Care Partnerships

Primary Care Networks

Integrated Care Partnerships



- These provide the framework to support integrated care at a local level, bringing together all the organisations that can make this happen
- This includes the organisations you might expect – GP Federations, Primary Care Networks, community services, acute trusts, the CCGs, mental health, social care and ambulance services – and some you might not expect – local boroughs, voluntary, community and faith sector, charities and local businesses
- This will enable us to also tackle some of the wider issues such as housing, health behaviours, the environment, which we know have a significant impact on health outcomes and wellbeing
- Our ICPs are developing across existing CCG boundaries – (Guildford & Waverley, North West Surrey and Surrey Downs) - building on existing relationships and natural patient flows
- This requires a new way of working in the face of current legislation (Health & Social Care Act 2012) – with consultation on potential legislation changes currently live with NHS England/Improvement

Primary Care Networks



- These are a critical building block within our integrated care system, working at a true local or 'neighbourhood' level
- GP practices are being encouraged to work together in 'Primary Care Networks' with combined patient populations of 30,000-50,000
- This creates opportunities to share other services such as community nursing, mental health, and clinical pharmacy teams, to expand diagnostic facilities, and pool responsibility for urgent care (such as GP out-of-hours services) and extended access
- With patients still accessing their normal/regular GP appointments as they do now
- Across Surrey Heartlands we have 19 Primary Care Networks that are all playing an important role in our developing Integrated Care Partnerships

Our devolution deal



- We are one of just two areas in the country that has secured a devolution arrangement with NHS England
- This will enable us to take over the commissioning of additional health and care services previously done by NHS England



-  Local control over commissioning decisions
-  Focus on place and people, not organisations
-  Flexibility to integrate, innovate and transform
-  Alignment between health and local government
-  Access to transformation funding

Improving care across Surrey Heartlands..

During the year we have delivered many improvements in care across the Surrey Heartlands area. Here are just a few examples...

New maternity helpline launched

We launched a new Maternity Advice Helpline that provides round the clock information and advice to mums-to-be and after the birth, 24/7.

Extra GP appointments for patients

September saw the launch of a new national 'extended GP access' initiative that's led to extra GP appointments becoming available across the area

£11million capital funding to improve patient care

Shared between two successful projects, we saw £7.6m going to Epsom and St Helier Hospitals to support the relocation of services from the New Epsom and Ewell Community Hospital to Epsom and £4.6m going to Surrey & Borders Partnership NHS Foundation Trust for community mental health services.

A new integrated urgent care service for Surrey

Launched in March, it includes NHS 111, a clinical assessment service and a GP out-of-hours service and makes it easier for people to get the advice they need



Single point of access provides ‘one stop shop’ for mental health support

Following major investment from the Surrey CCGs, in October we launched a 24/7 single point of contact for service users and health professionals to make sure people get the help they need around the clock.

Supporting local GP practices

We continue to do a lot to support GP practices across the area. This includes supporting work around estates, addressing workforce challenges, embracing new technology (exploring alternatives to face-to-face appointments such as video conferencing and email advice) and working with practices to increase the range of services available locally.

Co-designing a new Surrey wheelchair service

We’ve worked with the Surrey CCGs, local people and the Surrey Coalition to design a new integrated wheelchair service. The procurement process is live so we should see the new service in place from April 2020.

Closer working across the three Surrey Heartlands CCGs

Last year we introduced a new executive leadership team across the three CCGs. In April 2019 we took this a step further by establishing a new leadership team across the three CCGs and the wider Surrey Heartlands Partnership.

..and responding to challenges as they arise



We've also seen some challenges during the year affecting performance and people's experiences of some services, which we've worked together to address.

- **Emotional wellbeing and mental health services for children and young people**
Following concerns about capacity in Child and Adolescent Mental Health Services, the Surrey CCGs and Surrey County Council are now taking forward a strategy that will improve local services.
- **Focus on Special Educational Needs and Disability (SEND) Services**
Following an Ofsted inspection in October 2016 which identified some serious concerns, we have been working closely with Surrey County Council on plans to address these areas and improve services for children with special education needs or disability.
- **Major transformation programme to improve ambulance care**
In October CCGs across Kent, Surrey and Sussex came together with South East Coast Ambulance Service NHS Foundation Trust to announce plans for a major programme of work that will improve care across the region.

Looking ahead



Challenges



Continued rise in demand for healthcare



Some performance and quality issues (CAMHS, ambulance services, children's services)



Financially challenged system

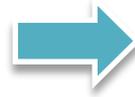


Challenges in meeting national targets for dementia diagnosis and Improving Access to Psychological Therapy



Health inequalities and variation in outcomes

Action



Greater focus on prevention, community hubs, social prescribing & support for people with long-term conditions



Work with providers and key stakeholders to put plans in place to improve performance



Focus on integration and transformation to achieve longer-term sustainability and new shared system control total



Continue to work with providers and partners to improve performance



Work underway to address this through Surrey Heartlands, including focus on first 1,000 days

A new Health and Wellbeing Strategy for Surrey



- To take all this work forward, public sector partners (the NHS, Surrey County Council, district and borough councils, the voluntary and community sector and the police) have been working together to develop a new Health and Wellbeing Strategy for the county
- This brings together all our plans and is overseen by the Surrey Health and Wellbeing Board
- It covers a wide range of areas and includes everything from how we deliver the NHS Long Term Plan to how we will address isolation, poverty, air quality and employment problems, which we know also play a big part in people's health and wellbeing.
- You can find out more and read the strategy on our websites or at www.healthysurrey.org.uk

Guildford and Waverley CCG

A review of our year

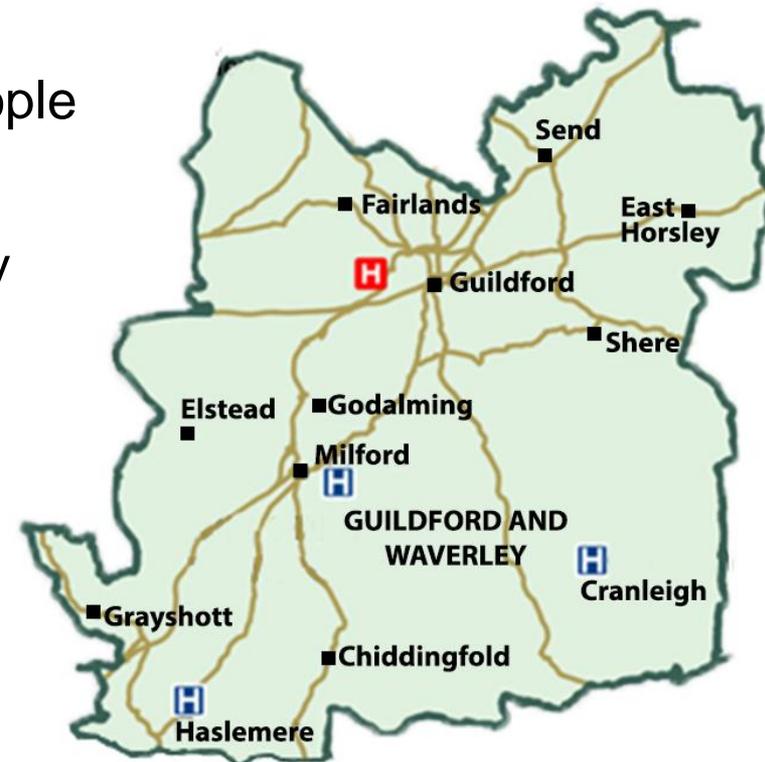
Vicky Stobbart

Joint Integrated Care Partnership Director for Guildford
and Waverley

About us



- We are made up of 21 GP practices across two localities (Guildford and Waverley)
- We buy healthcare for over 225,000 people
- We buy services from a range of organisations including the Royal Surrey County Hospital, South East Coast Ambulance Services and Surrey and Borders Partnership Foundation NHS Trust.
- We lead on children's services, safeguarding (adults and children), continuing healthcare (children), and mental health and learning disability services on behalf of other CCGs.



A few highlights from our year



- **New responsibilities for GP commissioning**

From April 2018 we took on responsibility for commissioning core primary care services from NHS England.

- **Improved psychiatric liaison services**

We worked with local trusts to introduce a new and improved psychiatric liaison service at the Royal Surrey County Hospital. The enhanced service aims to assess and treat patients with complex needs in a more timely way.

- **New integrated cancer care team supports health professionals**

We launched a new Macmillan-funded Integrated Cancer Care Team, which provides support to GPs, community teams and other professionals, to help us better support people who are receiving cancer services or who need ongoing support as part of their recovery. Learning from this project will be shared across the wider Surrey Heartlands area.

Highlights from our year (continued)



- **Improving learning disability services**

We've led further work to improve learning disability services across Surrey. This includes plans to deliver the improvements in the NHS Long Term Plan, increasing the number of people receiving annual health checks and strengthening the support we provide to young people going through the transition to adult services.

- **A new physiotherapy helpline**

We launched a new advice line for patients who need advice on physiotherapy issues. Currently being piloted at Haslemere Health Centre and Cranleigh Medical Practice, patients receive a phone assessment and are offered support and advice, including exercises to do (with the help of videos). Feedback has been positive and 55% of patients haven't needed any further referral.

We also saw some challenges.

- **Following a fire at Chiddingfold Surgery** in January, we worked closely with the practice and local partners to provide support. The surgery is now operating from Milford Hospital and we continue to help progress the work needed for the practice to return to the Chiddingfold site, hopefully in December 2019.

Better Care Together



- Early in 2019 we started a new programme that's looking at how urgent care is provided in the Guildford and Waverley area in future.
- We need to consider new national standards that have been introduced, including new national requirements for Urgent Treatment Centres, and how we can best meet these locally.
- Also an opportunity to look at the changing needs of our population and ensure we have the right services to meet local needs in future.
- The aim is to identify how best to provide urgent care locally in line with the new standards, which will improve the quality of care and mean clearer pathways for patients so they know where they can access the care they need.
- A Programme Board has been set up jointly with the Royal Surrey County Hospital to start our conversations with local people and partners as part of an engagement period, which will start very soon

Engaging local people & partners



During the year we've engaged local people, partners and local communities on a range of areas, some of which we've led across the three CCGs or across Surrey:

- Better Care Together
- Emotional well-being and mental health services for children and young people (Surrey-wide)
- Special Educational Needs and Disability services (leading to development of a new strategy) (Surrey-wide)
- Continued engagement through our Patient and Public Engagement Group
- Citizen-led engagement through Surrey Heartlands
- Engagement on the development of our Local Integrated Care Partnership and our emerging Primary Care Networks



North West Surrey CCG

A review of our year

Dr Charlotte Canniff, Clinical Chair for North West Surrey
CCG

Jack Wagstaff, Integrated Care Partnership Director for
North West Surrey

About us



- We are made up of 40 GP practices across three localities
- We buy healthcare for over 370,000 people
- We buy services from a range of organisations including Ashford and St Peter's Hospitals NHS Trust, CSH Surrey, South East Coast Ambulance Services and Surrey and Borders Partnership Foundation NHS Trust.
- We lead on urgent care and ambulance services on behalf of other CCGs.

The area we serve:



A few highlights from our year



- **Increasing access to GP services through LIVI**

In October our GP federation (NICS) went live with a partnership with LIVI that gives local people access to primary care advice and support through digital GP consultations. Since it went live, over 29,000 people in North West Surrey have downloaded the app and registered with the service and since October over 14,000 digital GP consultations have taken place.

- **Improved psychiatric liaison services**

We've worked with partners to introduce a new and improved psychiatric liaison service at Ashford and St Peter's NHS Trust. The enhanced service aims to assess and treat patients with complex needs in a more timely way.

- **Direct access physiotherapy service**

In December we introduced a new service that gives local people direct access to a physiotherapist, meaning they can book an appointment to see a physio, without needing to see their GP first. Patients then attend a 'see and assess' service where a diagnosis is made and a self-management plan is created. If a referral to another service is needed, this can be done by the physiotherapist, without the need for a patient to be referred back to their GP first.

Highlights from our year (continued)



- **A new Urgent Treatment Centre at St Peter's Hospital**
A new Urgent Treatment Centre at St Peter's Hospital opened in November. Located next to A&E, it's a GP-led service that's open from 8am to 2am, 365 days a year, making it easier for people to get the care they need.
- **Supporting people with severe mental illness and ADHD**
We've worked with practices to introduce a new service for people with severe mental illness, who are now offered regular health and well-being checks at their surgery. The service helps identify people at crisis stage so they get the right help.
- **Proposed relocation of Fort House Surgery**
In response to an increasing patient list and limited space, we supported a proposal for Fort House Surgery to re-locate to modern premises at Walton Hospital. Following an unsuccessful planning application to Elmbridge Borough Council we continue to work with council colleagues on next steps.
- **Working with care homes**
We've continued to strengthen our links with local care homes, including extending funding for the care home advice line. This means care home staff can contact a GP directly out-of-hours for advice to reduce unnecessary hospital admissions.

The Big Picture and Weybridge Hospital



- In October 2018 we launched an engagement programme to seek people's views about how care is delivered in future outside of major hospitals.
- Many services are delivered in community settings (eg. GP services, community nursing, many mental health services, health visiting and adult social care) and this programme is looking at how care can best be delivered in future to meet the needs of local people.
- It is also helping to inform next steps around Weybridge Hospital and the services that may be provided from the new health and care facility that will be built on the site, following the fire.
- Through our engagement work we have been asking for people's views about how we support NHS England's recently published standards for Urgent Treatment Centres, which will improve and standardise how these services are provided in future.
- Working with representatives from the local community and stakeholders, we are now looking at next steps, including work on developing potential options on how urgent care services could be best delivered in future. We will continue to involve local people as the programme moves forward.

Engaging local people & partners



During the year we've engaged local people, partners and local communities on a range of areas, some of which we've led across the three CCGs or across Surrey:

- The Big Picture
- Plans for Weybridge Hospital
- Proposed re-location of Fort House Surgery
- Translation and interpretation services in primary care (across the three CCGs)
- Engagement on the draft Surrey Health and Wellbeing Strategy (Surrey-wide)
- Continued engagement through our Patient and Public Engagement Group
- Engagement on the development of our Local Integrated Care Partnership and our emerging Primary Care Networks

Surrey Downs CCG

A review of our year

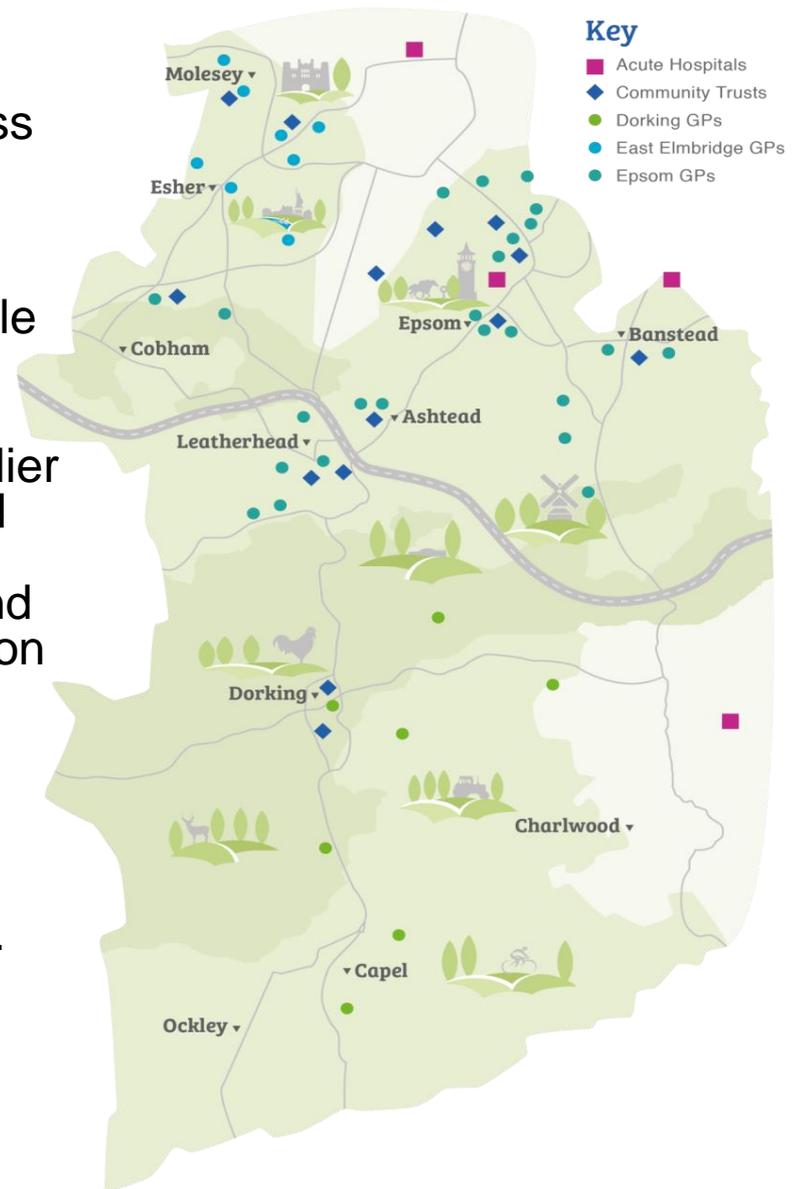
Dr Russell Hills

Clinical Chair, Surrey Downs CCG

About us



- We are made up of 30 GP practices across three localities (Epsom, Dorking and east Elmbridge)
- We buy healthcare for over 305,000 people
- We buy services from a range of organisations including Epsom and St Helier Trust, Kingston Hospital Trust, Surrey and Sussex Healthcare Trust, CSH Surrey, South East Coast Ambulance Services and Surrey and Borders Partnership Foundation NHS Trust.
- We host the Surrey-wide continuing healthcare service and also provide a medicines management and Individual Funding Request service for some CCGs.



A few highlights from our year



- **More integrated care for patients as new community service begins**
In January Surrey Downs Health and Care took on responsibility for providing adult community services in the Surrey Downs area. The partnership brings together Epsom and St Helier Trust, the three local GP federations and CSH Surrey. The aim is to bring different professionals and different services together to provide more integrated and personalised care that is wrapped around a patient's individual needs.
- **New responsibilities for GP commissioning**
On 1 April 2019 we took over responsibility for the commissioning of core GP services from NHS England.
- **Improving musculoskeletal care**
To improve care and reduce waiting times we've introduced MSK triage and treatment clinics, set up a new service that gives people direct access to a physiotherapist (without seeing their GP first) and we've created 'virtual' fracture clinics with follow-up appointments over the phone, reducing the need for people to travel to appointments

Highlights from our year (continued)



- **New rapid access clinics for patients with chest pain**

We expanded our rapid access chest pain service across the Dorking area. The service means faster access to diagnostics, without the need for more invasive tests and, as a result, faster access to treatment. We are also looking to roll the service out across the Epsom locality.

- **Supporting people with arthritis**

We've been working with Versus Arthritis to provide more support to people with osteoarthritis of the hip or knee. This has focused on helping people to understand more about their condition and how to manage it through 'Living well with Arthritis' workshops, telephone support and information materials.

Improving Healthcare Together



- We continue to work with Epsom and St Helier Trust and Merton and Sutton CCGs on this programme, which aims to address some challenges.
- These include the trust's ability to meet clinical standards, consultant shortages and recruitment issues, estates issues and financial challenges,
- We started by looking at the work led by the trust as part of its 2020-2030 programme, which began to explore these challenges
- Following a great deal of work with clinicians and partners, and engagement with local people, we have developed a clinical model and a number of potential solutions
- Following further work, we may be ready to go out to public consultation in the autumn but this is subject to having capital funding secured to take the project forward
- For the latest updates, and to find out more about the programme see www.improvinghealthcaretogether.org

Engaging local people & partners

During the year we've engaged local people and local communities on a range of areas, some of which we've led across the three CCGs or across Surrey:

- Improving Healthcare Together
- Co-design of a new wheelchair service, working with the Surrey Coalition (Surrey-wide)
- Continuing healthcare services through our CHC carer and patient engagement forum (Surrey-wide)
- Continued engagement through our Participation Action Network (patient and voluntary sector forum)
- Engagement on the development of our Local Integrated Care Partnership and our emerging Primary Care Networks



Financial Accounts

An overview of our CCG annual accounts

Karen McDowell

Chief Finance Officer

Annual accounts overview



- Accounts prepared in line with accounting standards and NHS England guidance
- Set out statements of expenditure and income for the year; balance sheet (assets and liabilities) and cash flow with supporting notes
- Subject to external audit review



Guildford and Waverley CCG

2018/19 Annual Accounts

£300.5m total allocation

equates to approx. **£1,300** per person in **Guildford and Waverley**

(£295.5m for healthcare and £4.9m running costs)

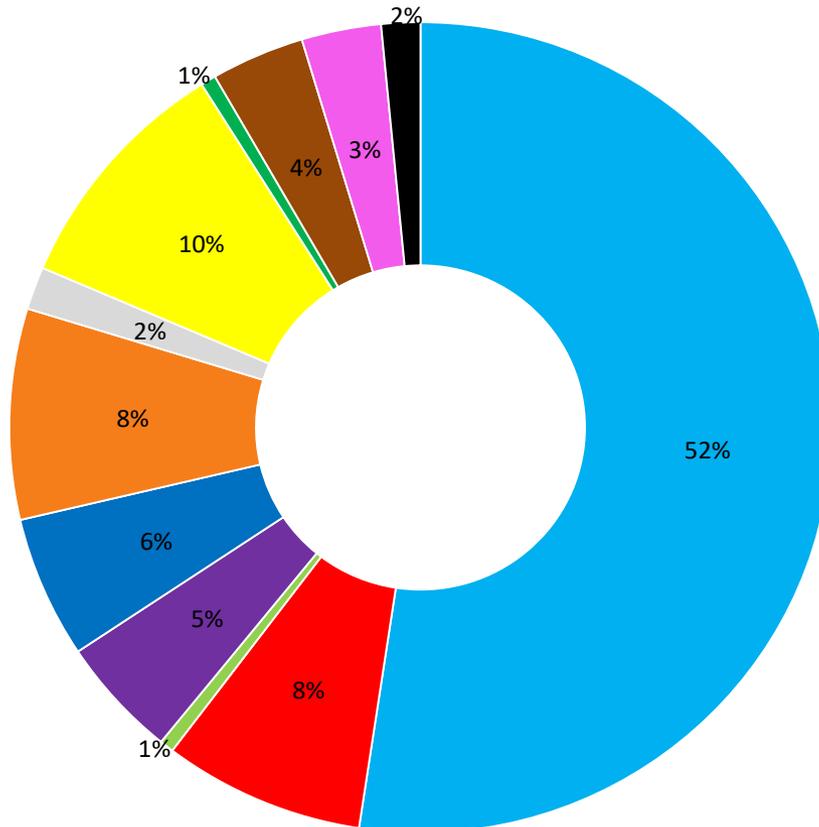
£6.5m

efficiency savings from a target of £10.47m

(achieved 63% of target) through a range of schemes and initiatives (e.g. more care closer to home)

Where the money goes

Total expenditure
£313.7m



- Acute hospital care – £164.3m
- Mental health – £24.9m
- Learning disabilities – £1.7m
- Community services – £15.1m
- Continuing healthcare – £17.8m
- Primary care (delegated commissioning) – £26.4m
- Primary care – £5.3m
- Prescribing - £30.2m
- Voluntary sector grants and services – £1.9m
- Better Care Fund – £11.5m
- Other costs – £9.8m
- Corporate running costs – £4.8m

The largest area of spend was acute services at £164.3m (52%)

Summary of financial performance in 2018/19



Summary of financial performance	Target £000	Actual £000	Performance
Remain within the resource limit	£300,483	£313,681	Not achieved End of year deficit of £13.2m
Remain within the cash limit	£307,500	£304,600	Achieved
Remain within the Running cost allocation	£4,955	£4,805	Achieved

- No significant matters arising from external audit review
- Unqualified audit opinion on financial statements
- Qualified value for money assessment as a result of the reported deficit

Our 2019/20 financial position



- CCG has submitted a financial plan to NHS England for 2019/20
- It is a challenging plan that delivers the planned £3.1m deficit control total position, against a funding allocation of £302.8m
- To achieve the plan, the CCG will need to deliver efficiency programmes to the value of £14.8m.



North West Surrey CCG

2018/19 Annual Accounts

£500.7m total allocation

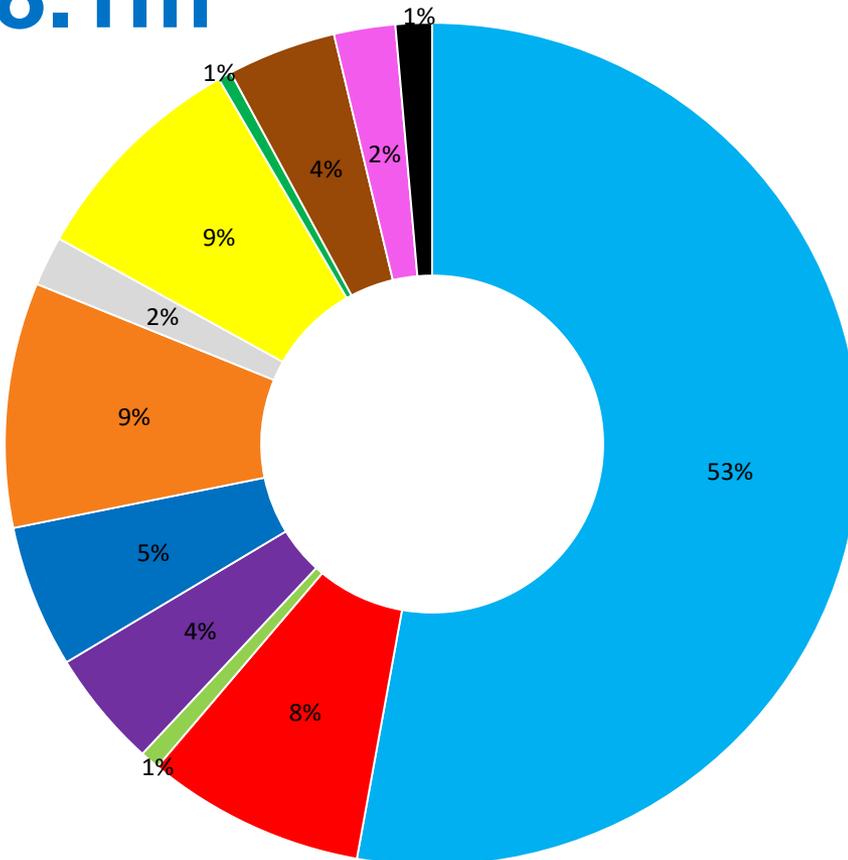
equates to approx. **£1,300** per person in North West Surrey (£492.9m for healthcare and £7.7m running costs)

£11.54m

efficiency savings from a target of £12.49m (achieved 92% of target) through a range of schemes and initiatives (e.g. more care closer to home)

Where the money goes

Total expenditure
£498.1m



- Acute hospital care – £263.1m
- Mental health – £41.3m
- Learning disabilities – £3.7m
- Community services – £22.3m
- Continuing healthcare – £27.2m
- Primary care (delegated commissioning) – £46.8m
- Primary care – £9.5m
- Prescribing - £42.7m
- Voluntary sector grants and services – £2.5m
- Better Care Fund – £20.5m
- Other costs – £11.5m
- Corporate running costs – £6.8m

The largest area of spend was acute services at £263.1m (53%)

Summary of financial performance



Summary of Financial Performance	Target £000	Actual £000	Performance
Remain within the resource limit	£500,707	£498,107	Achieved – delivered a surplus of £2.6m
Remain within the cash limit	£492,708	£492,690	Achieved
Remain within the Running cost allocation	£7,715	£6,847	Achieved

- No significant matters arising from external audit review
- Unqualified audit opinion on financial statements
- Unqualified value for money assessment

Our 2019/20 financial position



- CCG has submitted a financial plan to NHS England for 2019/20
- This delivers a break even financial position, against a funding allocation of £522.9m
- To achieve this the CCG will need to deliver efficiency programmes to the value of £10.7m.



Surrey Downs CCG

2018/19 Annual Accounts

£379.9m total allocation

equates to approx. **£1,200** per person in Surrey Downs

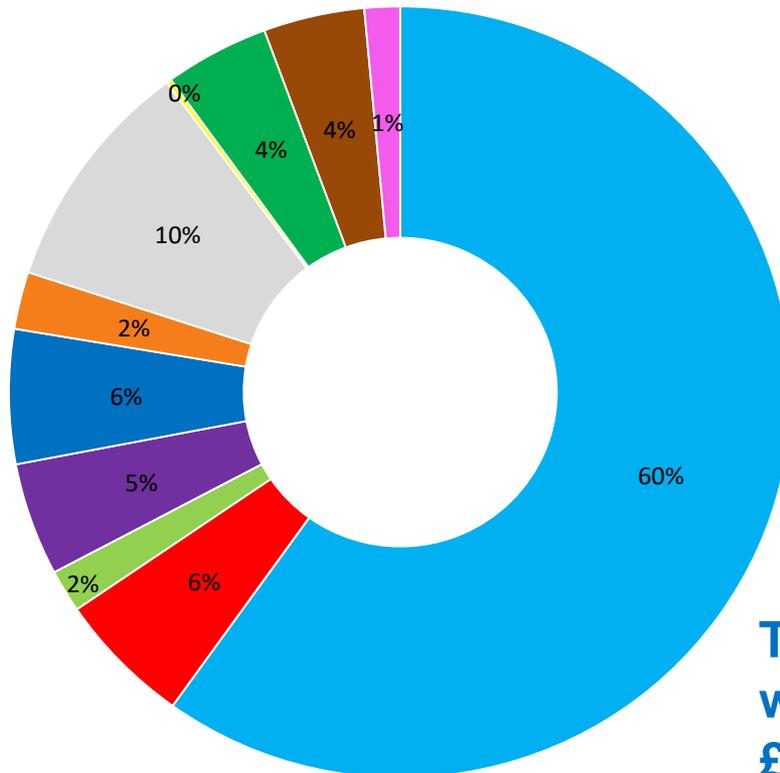
(£373.2m for healthcare and £6.691m running costs)

£10.1m

efficiency savings from a target of £13.5m
(achieved 75% of target) through a range of schemes and initiatives (e.g. more care closer to home)

Where the money goes

Total expenditure
£391.4m



- Acute hospital care – £234.4m
- Mental health – £21.9m
- Learning disabilities – £7m
- Community services – £18.5m
- Continuing healthcare – £22.1m
- Primary care - £9.4m
- Prescribing – £38.4m
- Voluntary sector grants and services – £0.8m
- Better Care Fund – £16.9m
- Other costs – £16.3m
- Corporate running costs – £5.7m

The largest area of spend was acute services at £234.4m (60%)

Summary of financial performance



Summary of Financial Performance	Target £000	Actual £000	Performance
Remain within the resource limit	£379,905	£391,409	Not achieved – end of year deficit of £11.5m
Remain within the cash limit	£384,201	£384,143	Achieved
Remain within the Running cost allocation	£6,591	£5,744	Achieved

- No significant matters arising from external audit review
- Unqualified audit opinion on financial statements
- Qualified value for money assessment as a result of the reported deficit

Our 2019/20 financial position



- CCG has submitted a financial plan to NHS England for 2019/20
- It is a challenging plan that delivers the required surplus financial position of £0.3m, against a funding allocation of £436.0m.
- To achieve this, the CCG will need to deliver efficiency programmes to the value of £30.2m

Interested in getting involved?



There are many ways you can keep up-to-date and get involved in local healthcare.

Here are just a few of them



Come along to our Governing Body meetings (held in public and advertised on our website)



Come and talk to us when we're out and about at community events



Sign up to receive newsletters and other updates on our website.



Share your views through our surveys, engagement work and any public consultations we run



Join your local surgery Practice Participation Group (ask your GP practice for more information)



Look out for opportunities to get involved on our website, including patient forums and project groups



Follow us on social media. You can find us on Twitter and Facebook

Your **questions**



Thank you for joining us