

Review of our year in East and North Hertfordshire 2016/17

Who we are and what we do

East and North Hertfordshire Clinical Commissioning Group (CCG) is the local NHS organisation which plans, designs and pays for the health services used by the 597,000 people who live in our area. Led by local GPs, we work closely with clinicians and patients to decide how our annual budget of just over £700m should be spent on:



Hospital care (for example, outpatient appointments, specialist tests and routine operations)



Urgent and emergency care (like urgent care centres and A&E)



Services for people with mental health conditions



Medicines prescribed by GPs and in hospitals



Rehabilitation services (for example, physio or speech therapy)



Community health services (for example, district nursing or support for those with breathing problems)



Services for people who need long term care (for example, people who are physically frail)

The cost of providing GP services is managed by NHS England – separately from the CCG's main budget.

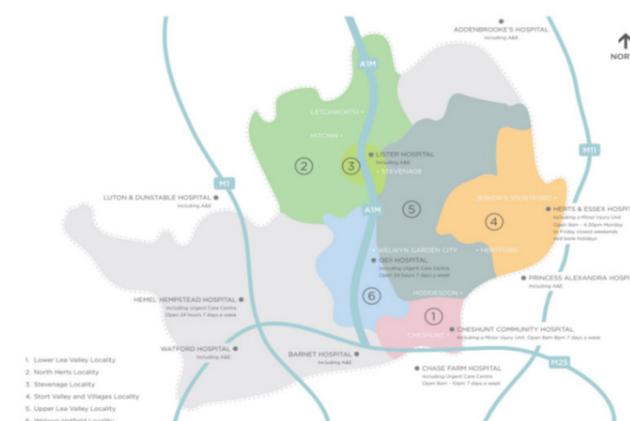


Welcome

We have produced this leaflet to explain who we are, how we performed during the year, how our money was spent and share some of our key achievements. I hope you find it interesting. If you are keen to find out more about the CCG's work, please look at our Annual Report, available on our website:

www.enhertscg.nhs.uk/annual-report

**Beverley Flowers, Chief Executive,
East and North Hertfordshire CCG**



Every GP practice is a member of the CCG and each practice works in a local network to find solutions to their area's particular health challenges, with our support. Our GPs, practice nurses and healthcare assistants understand the health needs of their patients. We believe that our approach to 'commissioning' services helps us to make sure that our population has access to good quality services that meet local needs.

We aim to improve health by:

- making sure the services used by our patients are high quality, safe and accessible
- working with our local community to plan and improve services
- having good working relationships with the people who deliver health and social care and other organisations responsible for local services
- making the most effective use of the money we have been allocated

What is commissioning?

CCGs don't directly provide health or care services. We hold the budget that pays for most of the health care that our patients use. We spend that money 'commissioning', or 'buying' the services our patients need from a variety of providers such as hospitals, clinics and community organisations.

To do this is a complex process. We have to understand our population's health needs, decide what the local priorities are, then purchase the services and monitor them to ensure they are good quality and value for money.

Here are just some of the ways in which we have improved local health services during 2016/17.

Screened more than 10,000 patients in the [Upper Lea Valley](#) area to pick up those who have **undiagnosed atrial fibrillation** – an erratic heart rate which can increase the risk of strokes. 30 patients at risk were identified and received treatment.

More than 79% of people **died in a place of their choice** – whether that be at home, in a hospice or in hospital. This is an important way of measuring how well we are doing in our work to improve 'end of life' services.

Working with the Allsorts Children's Centre in Cheshunt we have **helped more than 50 families in the town to manage their weight** and make healthier choices this year.

Better care for our care home residents

For 18 months we have worked with Herts County Council and the Herts Care Providers Association to improve the health and wellbeing of our elderly care home residents. Through this partnership we have:

- **helped more than 200 care staff to become leaders in their care home** and take on extra training in dementia, nutrition, preventing falls, wound management and other aspects of looking after older people.
- used our 'Early Intervention Vehicle', staffed by a paramedic and social care worker, to help **more than 800 elderly patients who have had a fall to remain in their own homes with the right support**, rather than being taken into hospital when they don't need to be there.
- funded a trained nurse whose role is to **liaise between hospital and care homes to get patients back home more quickly** when they are fit enough to leave hospital.
- **reviewed 10,000 medicines taken by care home residents and stopped more than 1,000 which patients no longer needed.** This work saved around £200,000 in drug costs and helped patients avoid hospital admissions that would have cost £300,000. The work has also greatly improved care home residents' quality of life.
- created beautiful gardens in care homes through our community gardens project

Supported our volunteers to run **diabetes education days** helping over 150 patients learn about their condition and how to manage it, and resulting in a regional award from Diabetes UK.

Inspired more than 400 young people to consider a career in health and social care at our **'Future Heroes' event**.



Launched a new **'integrated urgent care service'**, so patients calling NHS 111 get the right medical advice and are signposted to the right service, first time.

Supporting the mental health of children and young people

Helped more than 2,500 young people with **free online emotional and mental health counselling** and support at www.kooth.com with anxiety the top reason for young people seeking help.

Trained 400 school staff and other professionals in how to spot emotional wellbeing problems and support young people.

Set up a new team to **support expectant and new mums with mental health problems**, their partners and families.

Supported Princess Alexandra Hospital in Harlow to make patients' GP records available to hospital and community clinicians when needed. The **'My Care Record'** project securely connects different health and care computer systems together to give an instant, clearer picture of a patient's health history.



To get involved in our work or if you have a question for the CCG, please contact us by:

Phone: 01707 685397

Email: enquiries@enhertsccg.nhs.uk

 www.facebook.com/ENHertsCCG

 [@ENHertsCCG](https://twitter.com/ENHertsCCG)

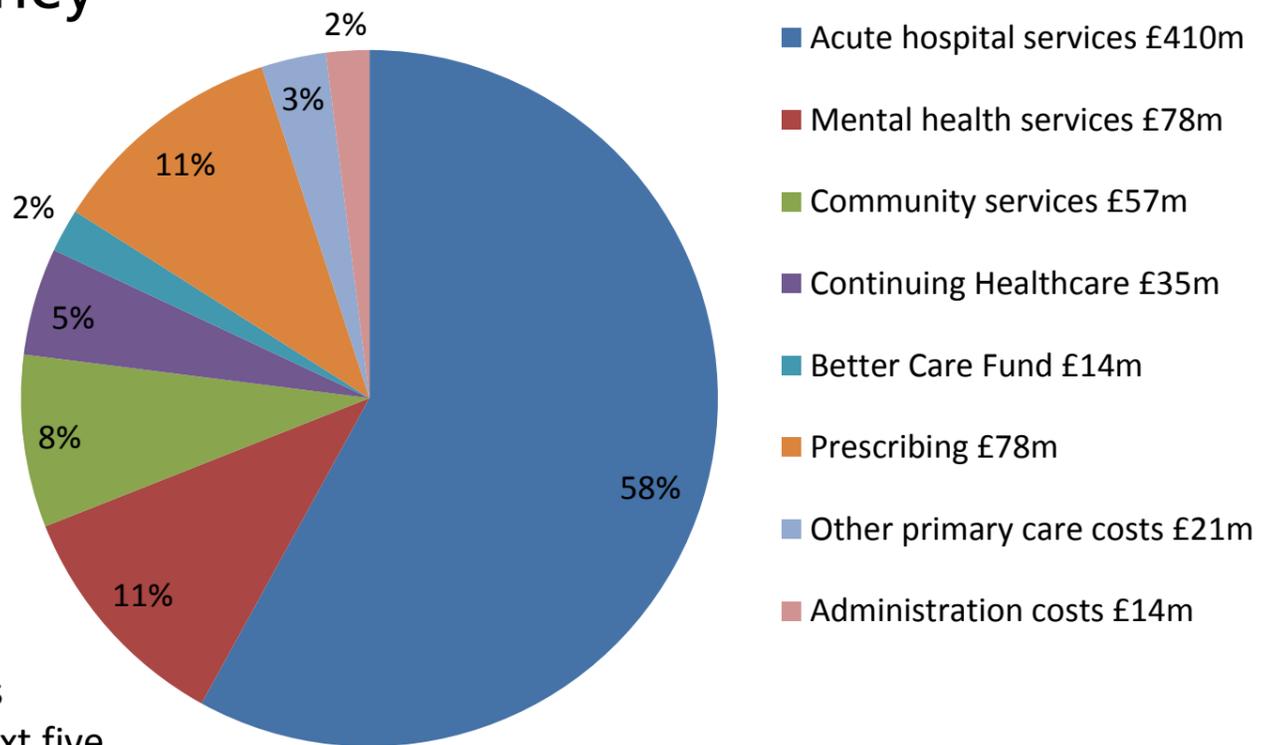
Our patient members

We would like to thank our patient members for their contribution to our work over the course of the last year. From driving improvements in primary care through patient participation groups; making sure the patient voice is heard when choosing new service providers; to undertaking hospital visits with our patient experience team and raising awareness of cancer screening and diabetes in their local areas. Our members put in a lot of effort and time to support us and make their communities a little healthier. To get involved in local health services, email: engagement@enhertsccg.nhs.uk

How we spent our money

CCGs have a duty to keep our spending on healthcare within the money allocated to us by the Department of Health.

In 2016/17, the CCG's budget was around £708 million and we stayed within that limit, spending less than expected on our own running costs. This chart shows how the money was spent.



The biggest proportion of our money is spent on hospital services. Over the next five years we plan to spend around 5% less on hospital services and reinvest this in community services instead. This is because providing more care outside of major hospitals and in local clinics instead is often cheaper and better for patients.

Next year we will continue to invest in services to support older, frail patients and those with long term conditions. We will work with all our partner organisations and local patients to reduce avoidable hospital admissions and improve the safety and patient experience wherever care is delivered.

How did we do?

The NHS has a number of NHS Constitution standards that it is asked to meet to make sure that patients are receiving good quality, safe and timely care. The CCG oversees how our local hospitals, community services and ambulance services are performing against these standards and supports providers to improve where needed. In 2016/17, the CCG was proud to be rated as 'outstanding' by NHS England for our leadership of the local NHS.

Performance meeting national targets



- Patients having their diagnostic tests within 6 weeks
- Referral to treatment in 18 weeks or less
- Stroke patients spending 90% of their time on a specialist unit
- Initial cancer specialist appointment within 2 weeks
- Cancer treatment then starting within 31 days

Where performance needs to improve



- Four hour wait in A&E
- Diagnosing dementia
- Maximum two month (62-day) wait from urgent GP referral to first definitive treatment for cancer
- Ambulance response times – category 1 within 8 mins

A Healthier Future for Herts and west Essex

This year, NHS and local government have begun working more closely together to deliver more effective, joined-up and affordable services.

In Hertfordshire and west Essex, councils, health and the voluntary sector are working in a 'Sustainability and Transformation Partnership' (STP) called 'A Healthier Future' to plan for the needs of whole areas, not just those of individual organisations.

'A Healthier Future' maps the journey that we need to take over the next five years to transform services within the resources available.

We spend about £3.1 billion a year on health and care in Herts and west Essex. Our funding gap will be more than £550 million a year by 2020/21 if we don't deliver services differently and improve people's health.

Find out what we're doing by visiting www.healthierfuture.org.uk