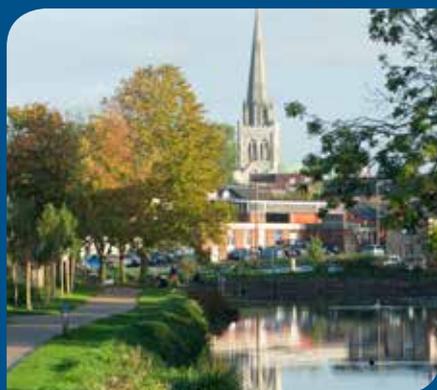
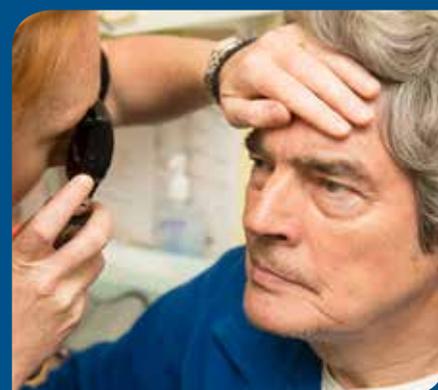




Coastal West Sussex
Clinical Commissioning Group

Annual Report Summary 2016/17



Welcome

Welcome to our summary annual report for 2016/17. This has been one of the most challenging years for the CCG.

While we have improved many of our services, more people than ever are needing our help and this has contributed to the CCG ending the year with an unplanned £18.9 million overspend. In March this year we were placed in what is known as “Legal Directions”, which means our regulator, NHS England, will require us to work closely with them to balance our books.

Despite these challenges, we are proud to say that the services we commissioned have performed well this year. For example, the Accident and Emergency (A&E) departments in our local hospitals remain amongst the best performing in the country with more than 94% of patients being seen within 4 hours. If you have a longer term health problem, 92% of patients are being seen and treated within the national target 18 week waiting time – the first time we’ve achieved this. More people who are living with dementia are getting a diagnosis than in previous years, and more people are accessing psychological therapies this year to get the help and support they need than ever before.

The challenges faced by the NHS locally continue but we are committed to delivering our vision for Coastal Care – which is to join up local health and care across all of the different organisations that work locally, and provide local services closer to patients in their own communities preventing them from having to go into hospital.

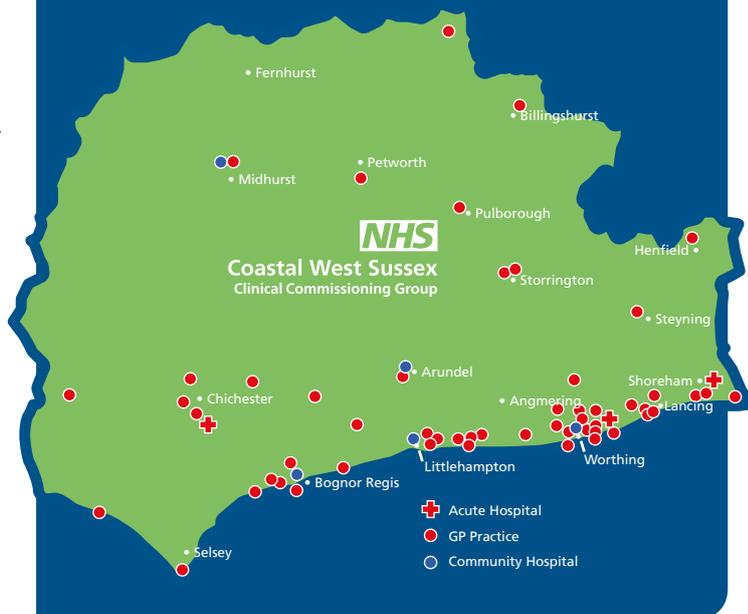
We put patients at the heart of everything we do and we recognise the value and importance of involving patients and the public in the commissioning of our services. We have worked hard this year to look at the range of ways people can be involved in our work and how we can listen to what people need and how improvements to local care can be made. I would also like to thank to the thousands of dedicated and committed NHS and social care staff who have worked tirelessly everyday across our area treating record numbers of patients over the last 12 months.

Kieran Stigant

Chair
NHS Coastal West Sussex Clinical Commissioning Group

About the CCG

We are a GP led organisation with 48 GP member practices across Coastal West Sussex. We are responsible for planning and buying health care services for our local population of more than 500,000 people and have a budget of over £750 million.



The range of services we plan and buy include:

<p>Hospital care (for example, out-patient appointments, specialist investigations and routine operations)</p> 	<p>Rehabilitation care (for example, therapy services)</p> 	<p>Care provided to people living with mental health conditions</p> 	<p>Services to support people with “Fully funded NHS Continuing Healthcare” (for example, people living with learning disabilities or who are physically frail)</p> 	<p>Urgent and emergency care (for example, A&E)</p> 	<p>Community health services (for example, district nursing, health visiting)</p> 
--	--	---	---	---	---

Our priorities

At Coastal West Sussex Clinical Commissioning Group, our strategic objectives are:



- To develop a new way of caring for people (which we call a 'model of care') that offers more NHS and social care services closer to people's homes and existing GP surgeries. We are calling these Local Community Health Networks (LCNs)
- To make sure that people are seen at the right time, by the right person and in the right place when they have a medical need
- To make sure that the NHS meets the needs of our elderly and frail population, and their care is co-ordinated across all the different NHS and social care organisations.

If we get these things right, we will see:

- Improved health and wellbeing of the Coastal West Sussex population
- Better quality of care and service provided for our patients
- A better way of working, reducing duplication between teams and organisations.
- Better working conditions for staff, which will make it easier to recruit and keep our workforce.

Challenges we face

We have one of the oldest populations in England.

The number of people over the age of 65 is



increasing. By 2019 there will be 13% more people aged over 85 living in Coastal West Sussex.

Over age 65



There are wide health inequalities across the area we cover. Life expectancy in some areas of Worthing, Littlehampton and Bognor Regis is ten years shorter than Pulborough or Arundel.



We have some of the least deprived and most deprived areas of England.

We have a complex health system, with a number of different organisations involved in providing elements of patient care.



Nationally and locally there is a challenge to recruit staff, including GPs in local practices, nurses in the community, and specialised mental health professionals.



With this increasing demand, there is no real term increase in resources available to the NHS, and money is tighter than ever.

Some of our achievements 2016-17

Reducing the time you wait for treatment

The number of patients currently on waiting lists for treatment has reduced and at the end of the year 92% of our patients were treated within 18 weeks (achieving the national target).

Need NHS help urgently?

People are being seen quickly at Accident and Emergency (A&E) departments in our local hospitals. The hospitals remain amongst the best performing in the country with more than 94% of patients being seen within 4 hours.

Making sure people receive the care they need at the end of their life

We have launched a new End of life Care Hub "ECHO" which brings together care organisations that provide support for people, and their loved ones, at the end of their lives. It aims to coordinate services and provide a 24/7 telephone service for patients and their carers.

Getting you home from hospital

We have improved the way we help patients get home after hospital more quickly and are assessed for their care within 24 hours in their own home or a care home.

Accessing psychological help

More people than ever are getting access to psychological therapy, with people able to refer themselves directly or to use a digital platform, and we are improving the way people with long term conditions can get access to therapy.

A focus on medicines

We have worked with local health services to reduce the prescribing of antibiotics where it is not appropriate; to make sure people are having their medicines reviewed; and to improve repeat prescription systems.



How we spend your money

£754m

total CCG budget for 2016/17

£1,487

equivalent per person



this includes

£389m on hospitals

£88m prescriptions issued by GPs

£72m on mental health services

£83m on community services

For a more detailed breakdown, please see our full annual report

In Coastal West Sussex this money has bought:



504,175

outpatient appointments

133,719

emergency department attendances



2,079



memory assessment outpatients

10,695



referrals to Time to Talk

75,482



planned hospital procedures

10,150,009



medicines prescribed

...and much more

Why did we overspend?

Budget
£754m

Expenditure
£773m

Overspend
£18.9m

At the beginning of the year we knew that the increase in demand for services and the cost of meeting the 18 week maximum waiting time standard in CWS was greater than the increase in our funding. Therefore to balance the books we needed to find savings of £38m, as we did not have plans of the right scale and pace we only managed to deliver £20m. This meant that we ended the year with an unplanned over-spend of £18.9m

How patients have been involved

Over the last year, we have listened to a wide range of views from our patients, carers, GPs, other health professionals, voluntary and community organisations, our partners and the public.

Some of the topics we have discussed with patients have been:

Primary and Urgent Care

In 2015 we heard from over 6,000 members of our public and patients and we have used this information to inform our plans and work throughout 2016/17.

You said that...

“...having clinics in GP surgeries, rather than trips to hospitals is very acceptable

“...co-ordination of care between services is very important

“...making it easier to get appointments at your GP surgery is a high priority, but you are flexible about who you see, especially for a new problem, or something that needs seeing on the same day”

We are doing...

...co-ordination of care and locally based services so that patients don't need to go to hospital are now one of the core principles behind our local community networks

...integration of care is a key principle of the new Coastal Care model

...improving access to primary care is one of our key long term work strands of improving primary care, and over the winter we provided additional appointment times for on the day problems in areas with most pressure



Let's Talk roadshows

This year we went out with our two metre tall blackboards to ask members of the public questions about key issues for the NHS including

- Prevention and self care – how to help keep you and your family healthy
- How to reduce pressure on the NHS
- Why so much medicine gets wasted and how to improve
- How to improve co-ordination of health and social care

We attended eight sites and collected over 800 comments. Many of your comments have influenced our other campaigns, especially the “OUR NHS campaign” and how we are improving our prescribing practices



Dying Matters and End of life care

In late 2016 the EOLC hub “ECHO” was launched, with a huge amount of input from public members and key stakeholders. The launch event was part hosted by public members who have worked with us through -out the year steering and guiding the project.

OurNHS campaign



Following from our “Let’s talk” roadshows, we launched a six week OurNHS campaign in our local press which provided articles which shone a spotlight on our GP and primary care services, hospitals, social care, community and mental health services. We accompanied this with a survey both online and paper to ask for people’s suggestions about our priorities and ways to help us tackle the local challenges.

Patient choice

We have employed some specialist staff who ensure patient’s voices are listened to when deciding where to get their treatment – and that the most appropriate option is offered for each patient.

Supporting people to get involved

We take listening to the views of patients and the public very seriously and there are lots of ways to get involved. Our Public Engagement Committee provides assurance on best practice of patient and public engagement within the CCG. We have over 20 public members who sit on committees or groups to provide a public and patient voice. We know that the health and social care system is complex and we offer workshops for any interested members of the public to hear about the different services, how they are funded and run, and offer support and suggestions on the practicalities of becoming involved. Patient Participation Groups at GP surgeries are key to local engagement, and we run several workshops each year to support them. Ways to get involved can be found on the back of this report.

Hearing from seldom heard voices

We are aware that we don’t always hear from everyone in our community. This year we worked with partners to hear from people who might experience services differently, but we don’t always get their views. We asked different voluntary sector organisations and communities groups to outline the issues they faced. For example, Healthwatch told us about the experiences of the migrant communities in Bognor, and we’ve translated some posters featuring information on where to go for help into Polish. We hear from organisations supporting homeless people, those with sensory impairment, Black and Minority Ethnic communities, the LGBT community and parents of disabled children. We continue to listen and gather information and share it with our staff in a regular staff newsletter “spotlight series”



Working with our partners

We are increasingly working with our partners across the local authorities, Healthwatch and the voluntary and community sector. Not only are they key members of our Public Engagement Committee, but we plan and run joint engagement events, and they are key players in our Local Community Networks.

How to get involved

You can help us to continue to develop and improve local services by getting involved with us by:

- **Joining our epanel:**
www.coastalwestsussexccg.nhs.uk/epanel
receive our monthly newsletter and keep up to date with all the opportunities and developments in our local area
- **Joining your local practice's patient participation group**
- **Emailing us at**
contactus.coastal@nhs.net
- **Phone or write to us at the CCG below**
- **Attending our Governing Body meetings and Primary Care Commissioning Committee which are held in public, and ask questions - or watch the Governing Body video:**
<https://www.coastalwestsussexccg.nhs.uk/governing-body-video-and-papers>

If you would like any of this information in a different format, for example in large print, or Braille, please contact us.



Coastal West Sussex
Clinical Commissioning Group

NHS Coastal West Sussex CCG
1 The Causeway, Goring-by-Sea, West Sussex, BN12 6BT

Tel: 01903 708411

www.coastalwestsussexccg.nhs.uk