

# Our Prospectus

## 2013-14

*Helping you to lead a long, healthy and happy life*

## Introduction

This document is a short introduction to your new Coastal West Sussex Clinical Commissioning Group, how we are working to meet local needs and how you can work with us to shape local health services.

Our aim is to help you stay well, and to make sure that safe, high quality and compassionate healthcare is there if you need it.

In doing this, we are committed to making the principle *no decision about me without me* a reality for our patients, their families and carers and want to listen to what local people have to say about local health services, how they can be improved and how we work to achieve this.

In this prospectus you will be able to find out more about the CCG, what you can expect from us, how you can get involved and why your views and suggestions are so important to us.

## Who we are

Coastal West Sussex Clinical Commissioning Group is a group of GP practices and health professionals working together to commission – plan, buy, and monitor – local health services and make the best use of NHS money.

The CCG became a statutory NHS organisation on 1<sup>st</sup> April 2013 as part of the Government's changes to the NHS across the country.

Clinical commissioning groups (CCGs) have been introduced to give local communities more say in how their health needs are met.

CCGs are different to previous NHS commissioning organisations because they're formed from general practices, and are led by GPs. All GP practices are members of a CCG and bring their experience of local health services to help shape the local NHS.

Coastal West Sussex CCG is made up of 56 GP practices grouped in six localities – Adur, Arun, Chanctonbury, Chichester, Regis and Worthing – covering almost two thirds of West Sussex. Our CCG is responsible for commissioning the majority of local health services for more than 482,000 people with a £582 million budget.

We work closely with our neighbouring CCGs in West Sussex – Crawley CCG and Horsham and Mid Sussex CCG, the other CCGs across Sussex and the region, and all providers of health and social care to our patients. We also work in close partnership with West Sussex County Council and our district and borough councils to make sure local services are meeting the needs of local communities.

The areas covered by Coastal West Sussex are shown below:



## Our practices

### Adur

- Adur Medical Group
- The Ball Tree Surgery
- The Kingfisher Family Practice
- The Lyons Practice
- The Manor Practice
- New Pond Row Surgery
- Northbourne Medical Centre
- Old Shoreham Road Surgery
- The Orchard Surgery

### Arun

- Arun Medical Group
- The Coppice Surgery
- Fitzalan Medical Group
- The Lawns Surgery
- The Park Surgery
- Westcourt Medical Centre
- Willow Green Surgery

### Chanctonbury

- Billingshurst Surgery
- The Glebe Surgery

- Henfield Medical Centre
- Mill Stream Medical Centre
- Steyning Health Centre

### Chichester

- Cathedral Medical Group
- Langley House Surgery
- Lavant Road Surgery
- Loxwood Medical Practice
- Parklands Surgery
- Petworth Surgery
- Pulborough Medical Group
- Riverbank Medical Centre
- Seal Medical Group
- Selsey Medical Practice
- Southbourne Surgery
- Tangmere Medical Centre
- Witterings Health Centre

### Regis

- The Arundel Surgery
- Avisford Medical Group
- Bersted Green Surgery

- Bognor Medical Practice
- The Croft Practice
- Flansham Park Health Centre
- Grove House Surgery
- Maywood Healthcare Centre
- West Meads Surgery

### Worthing (Cissbury)

- The Barn Surgery
- Broadwater Medical Centre
- Cornerways Surgery
- Health Central Surgery
- Heene Road Surgery
- Highdown Surgery
- The Lime Tree Surgery
- The Mayflower Surgery
- The Phoenix Surgery
- Selden Medical Centre
- St Lawrence Surgery
- Strand Medical Group
- Victoria Road Surgery
- Worthing Medical Group

## Our responsibilities

The CCG has a budget of £582 million for 2013/14 and is responsible for commissioning the majority of health services for people living in our area - hospital care, community health services, mental health care and a range of other services.

The main elements of the CCG's commissioning responsibilities are:

- **assessing** the health needs of our patients
- **planning** services to meet those needs in line with national and local priorities and within our budget
- agreeing **contracts** with provider organisations to ensure these services can be provided for our local population, and **funding** these services;
- **monitoring** the performance of service providers to make sure health services are providing safe, high quality care for our patients and that contracts are being met in terms of waiting times, quality, safety, patient outcomes and budget.

As part of the changes to the NHS, NHS England also formed on 1 April 2013. NHS England is an independent body at arm's length to the Government and is responsible for commissioning primary care, including from GPs. Among its other responsibilities is commissioning specialist services and managing the Cancer Drug Fund.

You can find out more about NHS England and its work here: [www.england.nhs.uk](http://www.england.nhs.uk)

## What is important to us

Our vision is to ensure that excellent healthcare is available for everyone in our area, from beginning to end of life, so lives are as long, healthy and happy as possible.

To achieve this we will make sure:

- You get the right care in right place at the right time;

- It's easy for you and your GP or other health professional to get the care you need and makes the right thing to do the easiest thing for both patients and professionals;
- You are offered an excellent experience every single time;
- Your mental health is treated with as much importance as your physical health;
- You can access good quality healthcare wherever you live;
- You're involved in decisions about your own care and about shaping local health services;
- All of our communities are included in helping to shape the local NHS and are able to access high quality health services.

We are doing this by focusing on:

- Working closely with patients and the public to listen to your views on local health services and what may need to change;
- Making sure services are effective and used in the right way across our area;
- Making sure services are 'joined-up' and working well together;
- Delivering safe and effective alternatives in the community to hospital-cased care;
- Giving you the support and information you need to care for yourself, and making sure health and social care professionals have what they need to do the best possible job.

**Our five core Coastal West Sussex values are:**

- **Patient-centred** – patients and the public are at the heart of everything we do and we will understand and act on what really matters to people. They will be active partners in both decisions about their own care and in how we improve care and their local NHS
- **Quality & Value** – we believe that making sure that the right things are done first time will ensure better outcomes for patients and is the right basis on which to build a safe, high-quality and sustainable health economy

- **Clinically Led, Managerially Enabled** – we know that local clinicians can be the driving force behind change because of their ability to lead clinical redesign and engage colleagues and local patients, and believe that their partnership with managers will be what makes the difference as we improve patient care
- **Whole-System** – to ensure we are equipped to meet our challenges, health and social care partners in Coastal West Sussex have committed themselves to a collaborative form of planning and delivery. Only together, as a whole-system, can we deliver our vision
- **Whole Pathways** – we will always commission along whole pathways so that we are able to design services around the needs and experience of the patient and their carer, avoiding duplication and silos of care

## Our work

We are all proud of the NHS but we know it needs to continue to change and improve to meet the needs of our changing population. We have set out our pledges to local people for how we will make sure we meet the national ambitions for the NHS and your rights as enshrined in the NHS Constitution. These will remain constant through our work:

### **1. Prevent people from dying too soon from illnesses that can be prevented or treated.**

We want people to live longer healthier lives, and with a better quality of life. To achieve this we will work to promote earlier diagnosis, improve how people are supported in the community early in their diagnosis, improve support and treatments, and work to address the life expectancy inequalities which are present in our communities.

### **2. Enhance quality of life for people with long-term conditions, such as diabetes and dementia.**

We will treat you as a person rather than a collection of symptoms, and make sure that you receive the right support to help to manage your long term condition effectively so that you do not end up in hospital unnecessarily or find that you can no longer work or live an active, healthy and independent life. We also will make sure carers and families are taken into account and that their needs are reflected in care plans and support for patients.

### **3. Help people to recover after an illness or injury.**

We want to make sure you receive the right treatment and support at the right time and from the right clinicians, and that you are not taken into hospital when better care can be delivered in the community. We are working to make sure primary and hospital care services are coordinated and work well together to make sure you receive high quality and efficient care in and out of hospital, and enable you to return to an active, independent, healthy life as soon as you are able.

### **4. Make sure people's experience of care is a positive one.**

We want to make sure you're always treated with compassion, respect and dignity, no matter where you are receiving care. We will regularly review and monitor the care and treatment our patients receive from our providers and ensure actions and improvements are addressed if necessary, and we'll make sure health professionals receive the support they need to do a good job.

### **5. Make sure people are treated and cared for in a safe and clean environment.**

We will make sure that you are treated in a safe and clean environment and are protected from avoidable harm including acquired infections such as MRSA. Listening is a key part of this and so we will make sure there are systems in place to prevent error and harm and make it easy to report incidents and learn from things that go wrong so they don't happen again.

To deliver this we will focus our work in seven key areas:

- Unscheduled care, proactive care and long term conditions
- Planned care
- Medicines management
- Children and young people
- Mental health and learning disabilities
- Primary care development
- Tackling inequalities

A summary of each of these areas is outlined below, but a full description of our work in these areas is available in our Commissioning Intentions 2013-14 and our Quality and Delivery Plan 2013-14. Both of these documents are available on our website:

[www.coastalwestsussexccg.nhs.uk/key-documents](http://www.coastalwestsussexccg.nhs.uk/key-documents) You can also see an outline of our work plans in our 'Plan on a Page', which is included in our Quality and Delivery plan, over the page.

## Quality & Delivery Plan 2013-14 'Plan on a Page'

The Coastal Context	Issues and Risks	Tackling inequalities	Transformational Work Plans in 2013-14			
			Key Projects	Key Outcomes	Impact	
<p><b>Our Population</b> We have the second oldest population in England, and we recognise that with age comes greater prevalence of disease. We also have significant health inequalities between some communities and areas of high deprivation</p> <p><b>Performance</b> Performance in 2012-13 wasn't as we had hoped, but we have much to be proud of, health care acquired infections remain low as do delayed transfers of care</p> <p><b>Delivery</b> We made significant progress in a range of areas, laying solid foundations which will enable us to drive change into 2013-14 and 2014-15</p> <p><b>Our Financial Challenge</b> To build a safe, sustainable and resilient transformational plan for our system. Our strategy will avoid the adverse impacts of our Radical and Conservative scenarios, and enable our vision to become reality.</p>	<p>We must manage the increasing demand of our frail elderly population combined with our financial challenge to avoid quality and safety risks in delivery of care across the system</p> <p>We must have robust and effective community provision to deliver real alternatives to acute care</p> <p>We must have a configuration of acute services which, with a reduced overall 'footprint', ensures sustainability and affordability</p> <p>There are limited opportunities to secure the required investment for service development</p>	<p>Addressing unique locality needs and health inequalities through:</p> <p>Tackling alcohol consumption as a cause of ill health</p> <p>Working with Proactive Care to promote self-care</p> <p>Multilingual and multimedia health promotion</p> <p>Improving access for the under 5s to primary care</p> <p>Redesigning our referral process to improve access to CAHMS</p> <p>Improving signposting and access to Mental Health services for Children and Working Age Adults</p>	<p><b>Unscheduled Care</b> continue to develop a single, integrated system for Unscheduled Care which enables more people to receive the care and support that they need in their homes and communities and ensures that patients are only admitted to hospital when it is the right thing to do so</p>	<p><b>Proactive Care</b> To roll out our emerging model of Proactive Care across all of Coastal West Sussex</p> <p><b>One Call One Team</b> Continued delivery of One Call One Team to further integrate services</p>	<p>✓ Improved system integration</p> <p>✓ Reduction in emergency admissions and A&amp;E attendances</p> <p>✓ More people are supported close to home and to self-care</p>	<p>In 2013-14 £5.0m</p> <p>In 2014-15 £6.0m</p>
			<p><b>Planned Care</b> Continue to focus on key Planned Care specialities as we drive toward our ambition to achieve integration which ensures a seamless approach across primary, community and hospital pathways, whilst supporting primary care to improve the quality of referrals through education and peer review</p>	<p><b>MSK</b> We will commission an integrated model providing specialist multi-disciplinary assessment and treatment</p> <p><b>Dermatology</b> We will further expand community services to maximise access and offer consultant-led triage</p>	<p>✓ More services in the community and more shared decision making</p> <p>✓ Greater service integration along care pathways</p> <p>✓ Reduced outpatient and hospital attendances</p>	<p>In 2013-14 £2.9m</p> <p>In 2014-15 £5.3m</p>
			<p><b>Medicines Management</b> Continue to optimise medicines use for our population and individuals through working in partnership across Sussex, with provider organisations and with our practices and to design and develop effective formularies and local decision making on medicines</p>	<p><b>Formularies</b> Working across the whole system to develop formularies for key specialities</p> <p><b>Anticoagulant Prescribing &amp; Monitoring</b> To review and improve anticoagulant services</p>	<p>✓ More effective use of medicines along pathways</p> <p>✓ Prescribers and patients are supported to make informed decisions</p> <p>✓ Reduced waste and improved compliance</p>	<p>In 2013-14 £4.3m</p> <p>In 2014-15 £4.0m</p>
			<p><b>Mental Health &amp; Learning Disabilities</b> Ensure that people living with mental health needs or learning disabilities have access to seamless health and social care services that reduce inequalities and offer excellent outcomes</p>	<p><b>Dementia</b> Developing integrated care services for people living with dementia</p> <p><b>LD Community Services</b> Redesigning community services for adults with learning disabilities</p>	<p>✓ More early intervention and proactive approaches to care</p> <p>✓ Improved integration with mainstream services</p>	<p>In 2013-14 £1.6m</p>
<p><b>Delivering this Plan</b></p>			<p>Refreshed and enhanced project and programme Delivery Architecture</p>	<p>Working with patients and the public to set priorities and design services</p>	<p>Working with our providers to secure the standards in the NHS Constitution</p>	

### **Unscheduled care, proactive care and long term conditions**

- We will transform our system of care so that the community is the default safe place of care and people only go into hospital when they really need to.
- We will work to make sure that there is a single, integrated and coordinated system of care for people needing urgent treatment and support.
- We will introduce proactive care to Coastal West Sussex bringing together health and social care to treat patients as a person and not just for their individual symptoms or conditions.
- We will ensure that there are safe alternatives to an emergency admission to hospital that can improve the experience of care for patients and their families.
- We will empower patients to manage their own conditions and have a greater say in their treatment.

### **Planned care**

- We want our planned care services to deliver high quality, personalised care, which enables patients to see the right person, in the right place, at the right time.
- We will work with GPs to make sure that patients only go into hospital when they need to be there and that we have safe, high quality care available in other settings such as local health centres.
- We will reduce the duplication that currently exists between providers of care and make sure patients are seen appropriately, streamlining services and removing delays at every stage of the patient's journey to ensure everyone is seen before 18 weeks.
- We want to encourage patients to participate in decisions about their own care empowering them to self-care where safe to do so.
- Key projects in planned care will be musculoskeletal (MSK) and dermatology.

### **Medicines management**

- Medicines are the most commonly used intervention in the NHS. It's vital their use is effective, offers best outcomes and is best value for money.

- We will ensure patients are empowered to self-care and be in control of their medicines use, in partnership with their healthcare professional.
- We will work with providers to make sure no patient comes to harm through taking the wrong medicine or dose, because expert advice will always be available to guide and support prescribers.
- We want to make sure medicines are used appropriately and effectively as part of a patient's whole care and treatment.

### **Children and young people**

- We want to make sure that children and their families are able to access not only an individual service, but also a joined up system of health and social care services –wrapping services around children and their families in their own community.
- We are working to ensure there is equity in services across Coastal West Sussex so that no child or community is disadvantaged.
- We are working to introduce community child development teams which include specialist and child and adolescent mental health professionals.
- We want to make sure health services and social care are working closely together, and work together with other partners, in particular schools.

### **Mental health and learning disabilities**

- We believe that there is no health without mental health and that people living with mental health needs or learning disabilities have access to seamless health and social care services.
- We need to make sure that we listen to the experience of local people, their carers and other voluntary groups to shape how we design local services so we can design services that truly meet local needs.
- We want to make sure that local services focused on prevention, early intervention and help patients and their families to receive the best possible care.
- We will be strengthening the provision of psychological therapies in primary care and develop integrated psychological support in long term conditions management.
- In particular we will focus on dementia to increase the number of people who receive an early diagnosis, and then the right support after their diagnosis.

## Primary care development

- We will work with GP practices, in partnership with NHS England, to develop vibrant and innovative primary care services, so that they can support our ambition to make sure the community is the default safe place of care.
- We will work with local practices to help them to manage the increasing pressures on them whilst continuing to deliver high quality care.
- We will encourage practices to work closely together to provide services and care for their communities.

## Tackling inequalities

- Each locality has identified its unique health needs and developed a set of priorities to address them.
- We will work closely with partners in local authorities, public health and the voluntary sector in order to make sure these projects truly meet the needs of local people.

## How you can get involved

Improving our communities' health and health services requires us to understand and act on what really matters to local people.

We are committed to:

- Working with our patients and the public as partners
- Putting patients and the public at the heart of all we do.

To help us to do this well, we want to make it as easy as possible for you to be able to get involved in our work, find out what we are working on, and to have your say on local health services and how they can be improved.

There are a number of ways that our patients and members of the public can get involved to help improve local health services. You can contact us directly with your views, join our Membership Scheme, join a Patient Participation Group at your local GP practice or work directly with us on a particular project.

### **Tell us about your experience of local services**

If you want to make a comment or suggestion on how local health services can be improved you can contact us by email:

- Email us at [contactus.coastal@nhs.net](mailto:contactus.coastal@nhs.net)
- Phone us on 01903 708411 and speak to a member of our communications and engagement team

### **GP practice Patient Participation Groups (PPGs)**

Most GP practices in our area have either a Patient Participation Group or a Patient Reference Group which you can join to have your say on services at your local GP practice and across Coastal West Sussex.

If you want to know more about your local practice's PPG and how you can join, please contact your GP practice manager directly. Visit our website to see which practices currently have a PPG and how you can contact them: [www.coastalwestsussexccg.nhs.uk/patient-participation-groups](http://www.coastalwestsussexccg.nhs.uk/patient-participation-groups)

### **Coastal West Sussex CCG Membership Scheme**

Our Membership Scheme currently has more than 700 members and we are keen for more people from our local area to sign up and become part of the scheme. It's free to join and by being a member, you will receive regular updates and news from the CCG, hear about opportunities to work with us, be part of surveys and consultations, and find out how you can help to improve local health services.

To join the Membership Scheme please email us at [contactus.coastal@nhs.net](mailto:contactus.coastal@nhs.net)

### **Working directly with us**

There are regular opportunities to become part of project groups to look at specific services and how they can be improved.

We want to make sure patients, especially if you have a particular interest in that service, are given the chance to come in and work with us to help develop local services. Visit our website to read more about the latest opportunities.

## How we make decisions

We are accountable to every patient in the Coastal West Sussex area. You can hold us to account and make sure that we are commissioning the best possible health services for you and your family.

Whenever decisions are made, our main focus is on what really matters to our patients and the public. We also focus on quality and value, on making sure that local clinicians are the driving force behind change, and ensuring that we work with health and social care partners, and promote joined-up services and systems.

Each of our GP member practices is responsible for the decisions we make as a CCG. They have delegated authority for these decisions to a number of groups which meet regularly to carry out the work of the CCG.

### **Governing Body**

Our Governing Body meets in public four times a year to discuss the CCG's work and oversees the organisation's work, hold the CCG to account for the progress it is making and ensure decisions about changes to local health services are openly discussed and debated.

Members of the Governing Body include our lay chair, three clinical directors – including the CCG's Clinical Chief Officer, four GP membership governors and two lay representatives.

The Governing Body in full:

- Roy Mawford – Lay Chair
- Dr Katie Armstrong – Clinical Chief Officer
- Dr Tim Kimber – Clinical Director
- Dr Eric Wilkinson – Clinical Executive (Finance)
- Claire Holloway – Chief Operating Officer (Interim)
- Rod Smith – Chief Finance Officer
- Steven Pollock – Chief of Corporate Affairs
- Mr Ralph Beard – Secondary care clinician
- Lyn Robertshaw – Registered nurse
- Chris Moore – Lay member with responsibility for audit
- Jean Barclay – Lay member with responsibility for patient and public engagement

- Leslie Humphrey – Lay member with responsibility for patient and public engagement
- Dr Veronika Cassidy – Membership Governor
- Dr David Hopkins – Membership Governor
- Dr Patrick Feeney – Membership Governor
- Dr Tim Fooks – Membership Governor
- Dr Richard Brown – Local Medical Committee representative
- Judith Wright – Director of Public Health in West Sussex

### **Clinical Commissioning Executive**

The CCG's Clinical Commissioning Executive brings together the CCG's clinical directors, locality directors, health professionals and lay representatives on a monthly basis to discuss local health services, our current work and make decisions to enable us to move forward. You can find out more about our Governing Body, including upcoming meetings and minutes from previous meetings, and further information on how we make decisions here: [www.coastalwestsussexccg.nhs.uk/how-we-make-decisions](http://www.coastalwestsussexccg.nhs.uk/how-we-make-decisions)

### **How we will know if we're getting it right**

You can tell us. Our patients and communities are at the centre of all we do so we want to hear if your care was effective and efficient, and if you would recommend local services to your friends and family. There are lots of ways you can get involved, give us your views and have your say – more information about that is within this prospectus.

### **Want to know more?**

We will continue to update this document and our plans as we progress our plans. If you would like to know more about any of the information in this document or any of our plans please do get in touch.

You can contact us:

- Post: NHS Coastal West Sussex CCG, 1 The Causeway, Goring-by-Sea, West Sussex, BN12 6BT
- Phone: 01903 708400
- Email: [contactus.coastal@nhs.net](mailto:contactus.coastal@nhs.net)