

Stakeholder Briefing

Summer 2019



East and North
Hertfordshire
Clinical Commissioning Group

Welcome to our latest stakeholder briefing, designed to keep you informed about the ways in which our CCG is working to help improve the health and wellbeing of our 600,000 residents.

Firstly, I am delighted to be able to share with you the news that our organisation has been officially rated by NHS England as 'outstanding'. Our clinical commissioning group (CCG) is one of only nine across the country to have been awarded this rating for three years in a row.

We couldn't have achieved this accolade without the support we receive from our stakeholders – in fact our positive approach to partnership working was highlighted in our assessment. We know that health services play a vital but relatively small part in people's overall health and wellbeing, which is why our wider links with other social, community and voluntary services are so important to us and the people in our area.

Your feedback is very important to our organisation – it helps to inform and drive our work - so if you have any comments or queries please don't hesitate to [get in touch](#).

I hope you have a wonderful summer.

With best wishes

Beverley



Beverley Flowers, Chief Executive

NHS developments across our STP area

The national NHS Long Term Plan, launched earlier this year, describes the future direction of travel for NHS organisations. There is a clear expectation that nationally, and in our Sustainability and Transformation Partnership (STP) area of Hertfordshire and west Essex, organisations that commission and provide NHS and social care services will work more closely together to deliver care for our residents.

This closer working will be formalised as each STP is replaced by an Integrated Care System, or ICS, by April 2021. The long term plan specifies that: "Every ICS will need streamlined commissioning arrangements to enable a single set of commissioning decisions at system level. This will typically involve a single CCG for each ICS

area. CCGs will become leaner, more strategic organisations that support providers to partner with local government and other community organisations..."

In response to these national developments, the Chairs and Chief Executives of our area's three CCGs have been meeting to consider our next steps. We have agreed that in late August/early September we will present our boards with a proposal to appoint a single Accountable Officer to lead the three CCGs. If the proposal is approved, a recruitment process would start, with the aim of appointing to the post before April 2020. It is anticipated that this role will lead to the creation of a single senior management team across the Hertfordshire and west Essex CCGs. This is expected to be the catalyst for the three CCGs to

develop proposals and consider merging into a single, STP-wide organisation by April 2021.

We will keep you informed of progress and discuss any implications with key partners as the programme progresses.



Outstanding local services



As mentioned in the introduction, our CCG has once again been rated as 'outstanding' by NHS England.

Dr Prag Moodley, a Stevenage GP and Chair of East and North Hertfordshire CCG said: "I'm very proud that our organisation has once again been rated so highly.

I would like to thank our team, our patient volunteers, GPs and practice staff for all they do to help make us an outstanding organisation."

Two of the main providers of health services in Hertfordshire have also been officially rated as 'Outstanding' or 'Good' ratings by the Care Quality Commission (CQC), the organisation which monitors, inspects and regulates health and social care services in England

Hertfordshire Partnership University NHS Foundation Trust (HPFT) was awarded an 'Outstanding' rating recently, one of just five mental health and learning disabilities NHS

trusts in England to be rated outstanding by the CQC.

Services at Hertfordshire Community NHS Trust (HCT) have once again been rated as Good by the CQC. The rating follows a planned inspection of HCT services in September 2018. A copy of the full report is available on the [CQC website](#).

The CQC uses five main headings to rate NHS organisations, determining whether they are safe, effective, caring, responsive and well led.

Proposal to move Moorfields Eye Hospital launched

A consultation on proposals to move Moorfields Eye Hospital to a new innovative eye care and research centre in central London is now live and runs until Monday 16 September.

Patients and the public are encouraged to have their say on 'Oriel' – the name for the proposal to build a new facility at the current St Pancras Hospital site that will bring together excellent eye care, ground-breaking research and world-leading education in ophthalmology on one site.

The proposal is a partnership between Moorfields Eye Hospital, the UCL Institute of Ophthalmology and Moorfields Eye Charity. If the proposal is approved, Moorfields Eye Hospital would move its City Road services to the St Pancras Hospital site in Camden, where a new building housing the three partner organisations would be built.

A new centre would bring clinicians and scientists closer together to

optimise developments in care and research for the benefit of patients. This cannot be done effectively at Moorfields' City Road site, which was built over a century ago when hospital care was provided very differently. Major advances in technology mean that with the right facilities in place, there is the potential for better diagnostic tests, treatments and information sharing, which could mean shorter waits for patients and less need for hospital visits.

Visit the Oriel website www.oriel-london.org.uk, which hosts a consultation document and other



information, including a summary of the proposal, text only and audio versions, and an 'easy read' version.

You can also write and send your views to the consultation team by post or email:

Email: moorfields.oriel@nhs.net

Phone: 020 7521 4684

Mail to: Freepost ORIEL (No need for a stamp or any other address details)

Excellent work to boost the local health workforce rewarded



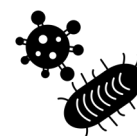
Sustainability and Transformation Partnership area and held up as an example of excellent practice nationally.

The leadership of Lucy Eldon, the CCG's Primary Care Nurse Co-ordinator, was recognised at the national **NHS Parliamentary Awards** at the Houses of Parliament in July, in the 'Wellbeing at Work' category.

Lucy went to the Houses of Parliament for the awards ceremony on Wednesday 10 July, where she was presented with her regional champion award for promoting the interests of practice nurses, helping them to develop professional support networks. Her passion for practice nursing has been the driving force behind the changes that we've made to improve the wellbeing and resilience of our workforce and encourage new student nurses to take up roles in primary care. As a result, our patients are

benefitting from a happier workforce who feel more positive about their careers and are empowered to deliver better care.

Members of the CCG's pharmacy team, which provides expert advice and guidance to GP practices, care homes and community health teams, were recently shortlisted for an award for their work on 'antimicrobial resistance' at the national **Antibiotic Guardian awards**.



The inappropriate use of antibiotics is leading to a global increase in bacteria which can't easily be killed off with the antibiotics we currently have at our disposal. That's why our pharmacy team have been working to ensure that life-saving antibiotics are only ever used safely and effectively in east and north Hertfordshire. The awards took place as part of the ongoing Antibiotic Guardian campaign, which is led by Public Health England.

Although the team didn't scoop the main prize they were commended for their work and were the only team from a CCG to feature.

The national workforce crisis currently affecting primary care – particularly the recruitment and retention of GPs and practice nurses, is being tackled head-on in our CCG area.

By empowering practice nurses and raising the profile of the flexible, attractive career choices available for GPs, our primary care workforce team is leading the way locally and nationally. The team's approach has been adopted across the Hertfordshire and West Essex

CCG medical director takes on new STP role



I am delighted to be able to inform you that our Medical Director, Dr Rachel Joyce, has been appointed as the Clinical and Professional Director for the Hertfordshire and West Essex Sustainability and Transformation Partnership.

This is a very influential and challenging post, which means that Rachel will be providing leadership for clinicians and professionals from across Hertfordshire and west Essex, as we work together to deliver an improved, integrated health and care system for the area's 1.5 million residents.

Although this means that we will be seeing less of Rachel in her CCG role, it does mean that a member of our Executive team who is deeply committed to the principles of preventative healthcare and integrated, effective and efficient services will be leading the transformation of health and care across a wide area. I don't doubt that the support of Rachel's colleagues here at the CCG has played a part in helping to secure her exciting new role.

Twelve 'Primary Care Networks' created in our area

Longer GP opening hours, a bigger range of local health services and better links to community support are all on the cards, thanks to the creation of new 'networks' of GP practices.

Twelve 'Primary Care Networks' (PCNs) have been established across east and north Hertfordshire in a move designed to improve local or 'primary care' NHS services.

By encouraging GP practices to work more closely together in groups, together with other health and care staff in their local area, Primary Care Networks (PCNs) aim to provide more proactive, personalised, coordinated and

joined-up health and social care. PCNs will be able to employ a wider set of staff roles than is possible in most GP practices, such as physiotherapists, pharmacists and specialist 'social prescribing' link workers* who are employed to connect people with support and advice services in their local area. Networks will receive specific funding for clinical pharmacists and link workers this year, with funding for physiotherapists, highly trained clinicians called 'physician associates' and paramedics in subsequent years.

Dr Prag Moodley, the Chair of our CCG explained: "A key aim of our work as a CCG is to ensure that health and care services that can

be delivered locally are delivered locally, by experts working together to benefit their communities. The creation of Primary Care Networks is a significant step towards that goal. By joining forces in this way, we can bring together district nurses, pharmacists, GPs and physiotherapists, so that people don't have to travel as far to get the specialist help that they need.

"Members of the public who are most likely to benefit from these new ways of working are those who have the most complex health needs, people who need extra help and support to live healthy, happy lives and those who don't have ready access to their own transport."

Popular careers event inspires the next generation of health and social care heroes



Our popular Health and Social Care Careers event 'Future Heroes' welcomed more than 700 local young people to the Fielder Centre in Hatfield earlier this year.

School and college students and teachers made the most of the

opportunity to have a go at a range of hands-on activities and workshops laid on by health and social care organisations from across our area. Some attendees even immersed themselves in a virtual reality experience of living with dementia or autism.

social care. We need to do everything we can to encourage the next generation to explore the wide range of opportunities available."

Feedback from the young people at the event showed that a third are interested in training as a nurse or midwife, with 13 per cent considering applying to medical school. 10 per cent want to join the ambulance service, with another 10 per cent contemplating a career in social care.

Tom Cahill is the chief executive officer for our local mental health trust, HPFT. He also leads on developing our area's health and social care workforce. Tom said: "It was really encouraging to see so many enthusiastic young people keen to develop a career in health and

Cancel Out Cancer

CANCEL OUT CANCER

A new drive to improve our general understanding of cancer and encourage everyone to take action to safeguard their health lies behind our home-grown 'Cancel Out Cancer' campaign.

Developed in collaboration with our patient members and supported by Cancer Research UK, through interactive 'Cancel Out Cancer' sessions, we want to:

- promote cancer prevention to reduce people's risks of developing the disease
- raise awareness of cancer screening. The earlier cancer is detected, the more effectively it can be treated

- make people aware of the warning signs and symptoms of cancer.

'Cancel Out Cancer' one-hour training sessions are delivered for FREE to groups of people interesting in reducing their cancer risks. Our patient volunteers would be delighted to be invited to a meeting of your group or organisation to deliver an interactive session. Please get in touch, using the details below.

Students from North Herts College are also developing online tools to support the campaign, which we hope to share in soon.

Play your part and help Cancel Out Cancer

Inspired to do more? You can learn how to deliver a Cancel Out Cancer session too. No previous experience is required - the team will provide you with a training session before you're given the tools and materials to take the awareness sessions out into your community.

Don't leave it any longer to find out more about Cancel Out Cancer, or to volunteer to deliver sessions - call 01707 685 397 or email: enhertsccg.engagement@nh.s.net

SAVE THE DATE

East and North Hertfordshire CCG AGM

Thursday 19 September, 9.30am to 11.30 am

Robertson House, Stevenage



Cheshunt Minor Injuries Unit

Herts Urgent Care (HUC), the organisation which runs the county's NHS 111 and integrated urgent care service, Hertfordshire Community NHS Trust and Lea Valley Health Federation, an organisation which brings together local GP practices, are now working in partnership in Cheshunt to provide minor injuries care for local people every day of the year.

The Cheshunt Minor Injuries Unit is open from 8am to 8pm, with x-ray available on site. The experienced nurses who staff the unit can treat adults and children over the age of 12 months who have minor injuries such as cuts, burns, scalds or suspected fractures.

Bringing together primary care, community services and urgent care services in one place will enable patients to access excellent

care for their minor injuries 365 days a year, without having to go to hospital.

Careful management of the transfer of the service from the previous provider has ensured there has been no interruption in service for patients during the transfer period.

Cheshunt resident Gerald Woods said: "It's great to have a service like this right here in Cheshunt."

Views wanted on proposal for New QEII Urgent Care Centre

Residents and members of the local community are being asked for their views on a proposal to change the opening hours at Welwyn Garden City's Urgent Care Centre for minor injuries and illnesses.

Since the Urgent Care Centre opened in 2015, it has been very well used during the day, with an average of 120 people using the centre during a typical 24 hour period. The CCG regularly promotes the Urgent Care Centre to local residents, and the health advice service NHS 111 signposts callers to its services. However, between 10pm and 8am, on average less than one person per hour uses the Urgent Care Centre.

Of the small number of people who do use the Urgent Care Centre overnight, the vast majority (86%) leave without the need for further investigation and require no treatment.

We want to hear your views on our proposal to close the Urgent Care Centre during the hours it is used infrequently, between 10pm and 8am. This would mean that during this period, the highly skilled nursing staff currently based at the Urgent Care Centre could instead support patients with serious or life-

threatening conditions in the A&E department at the Lister Hospital. Under this proposal, anyone who arrived before 10pm would still be treated at the Urgent Care Centre.

The Urgent Care Centre is just one of the ways in which people in Welwyn and Hatfield can get medical help outside of normal GP surgery hours. Patients can see a GP or nurse 'out-of-hours' by calling or going online to NHS 111. If necessary, urgent GP appointments can be booked through NHS 111, either at patients' homes if they are too ill to travel, or at a local base, including one in Welwyn Garden City.

We have also worked with GP practices across our area to introduce evening and weekend appointments. These 'extended access' appointments mean patients can book either a routine or an urgent appointment to see a GP or practice nurse from 8am-8pm on weekdays and at various times across the area on Saturdays and Sundays.



A series of public drop-in events and meetings are being held in a variety of locations during the day and in the evenings and weekends, to give people a chance to discuss our proposal with doctors and nurses from the CCG and from East and North Hertfordshire NHS Trust. <https://geiucc.enhertsccg.nhs.uk/events>

Find out more and share your views before Wednesday 4 September by visiting <https://geiucc.enhertsccg.nhs.uk>. If you would like paper copy or 'Easy Read' version on the engagement document, call 01707 685140 or email enhertsccg.communications@nhs.uk