



**West Cheshire
Clinical Commissioning Group**

***NHS West Cheshire
Clinical Commissioning Group***

Making sure you get the healthcare you need

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Annual Report

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Introduction by our chair and chief officer

As a Clinical Commissioning Group we spend about £310m on NHS services for the people of west Cheshire. Your local GPs act as clinical leaders, advising on what services their patients need. This is complemented by feedback from you on what you want from services. We then work closely with local hospitals, community services, GP practices and others to make sure the right services are in place; we are working together “making sure you get the healthcare you need”

2014/15 was an exciting and challenging year for us as we started to implement the West Cheshire Way, our vision for how health and care services will be different in the future. The West Cheshire Way has four critical challenges that all services must meet in the future:

- Does it work across organisational boundaries?
- Does it support people to look after themselves?
- Does it put more services in the community, close to where people live?
- Does it deliver more coordinated services for people with complex needs?

We are pleased that these themes have been reflected in the Five Year Forward View – a strategic document written by Simon Stevens, the Chief Executive of NHS England. This document signalled the creation of a number of what are called “vanguard” sites to try out new models of delivering care. We are proud to have been chosen as a vanguard site to work with local partners to develop new ways of looking after people in the community. This will be the focus for much of our work in 2015/16.

In addition to this we have received funding from the Prime Minister’s Challenge fund to improve access to GP practices. Both of these projects will bring investment and resources into west Cheshire to ensure we have a safe and sustainable NHS for the future.

2014/15 saw the start of the West Cheshire Way in our local area. A new children’s hospital at home service has been developed to care for poorly children and young people out of hospital, a series of self management courses have been run to support people to live well with a long term condition and a new eye health service has been opened. We have also launched a direct access physiotherapy service in Ellesmere Port.

Along with the rest of the public sector we are facing significant financial challenges and we need to make sure that we spend each pound wisely. The winter of 2014/15 was one of the most challenging that local health and care services have experienced, we are clear that in 2015/16 we have to coordinate a more joined up system to prevent the same pressures happening again and to make sure that we use our resources as effectively as possible.

Underpinning our work on the West Cheshire Way is our desire to involve the public more fully in our planning. We are hoping to have an exciting programme of engagement and involvement in the coming year and we look forward to hearing from you about what your priorities for healthcare are.



H. Charles-Jones
Dr Huw Charles-Jones
Chair



Alison Lee
Alison Lee
Chief Officer

Facts and Figures

Our Population

Total Population 258,740

Female life expectancy	83.3
Male life expectancy	79.2
People aged over 65	6,660
People aged over 85	51,595
Live in areas classed as most deprived	51,000

Our Programmes



Starting Well
Being Well
Ageing Well
Mental Health & Learning Disabilities
Primary Care

Our Patients

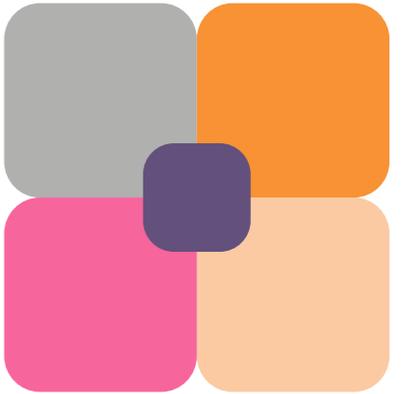
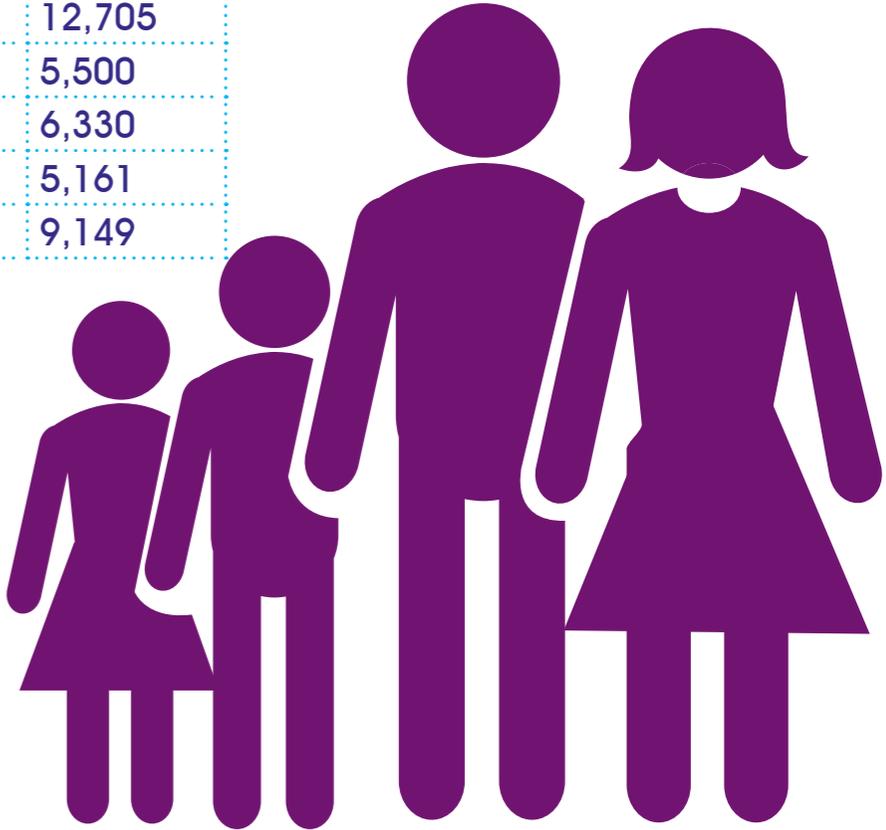
Health at risk due to alcohol	57,989
Depression	11,454
Dementia	1,653
Alcohol dependent	8,000
Diabetes	12,705
Long term conditions	5,500
Cancer	6,330
Stroke	5,161
Heart disease	9,149

Get involved

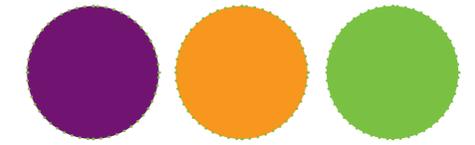


More than **3200** followed us on twitter

We have recruited **5** patient leaders



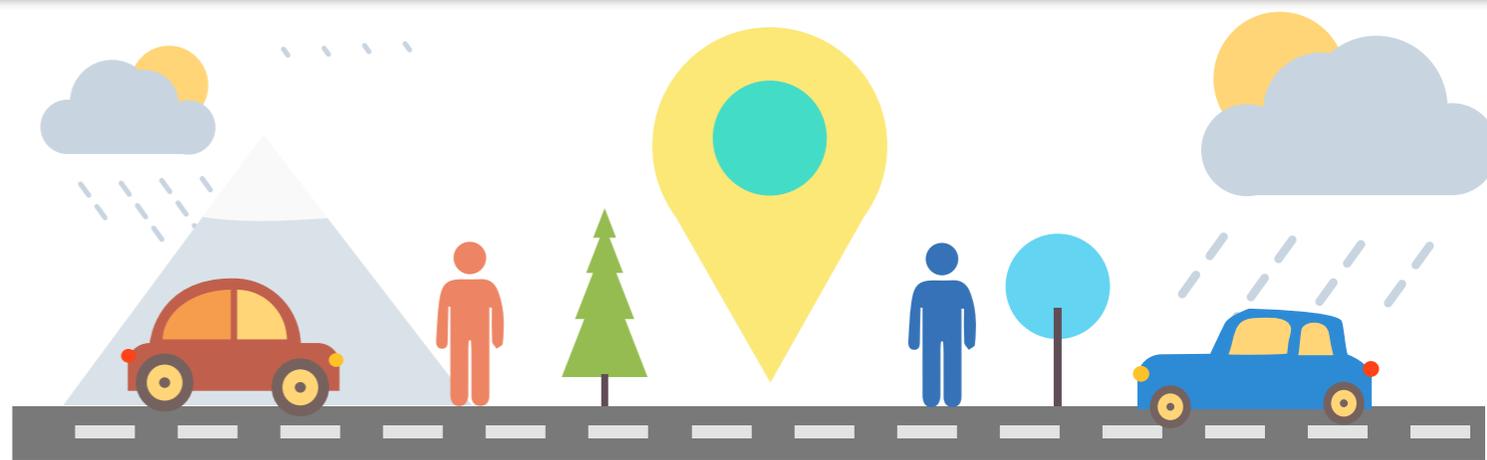
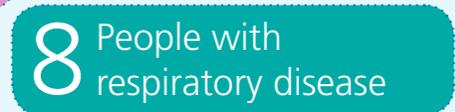
If West Cheshire was a village of 100 people...



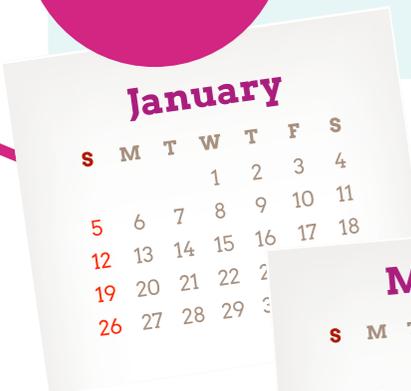
The People



Their Health



In one year they would have...



What we did in 2014/15

Starting well – giving babies, children and young people the best start in life:

- We introduced a more streamlined and efficient borough-wide adoption medical assessment process.
- “Hospital at Home” is a new service designed to meet children’s needs by wrapping care and treatment around children in the comfort of their own home.
- Pregnant women anticipating a low-risk birth can now access two new birthing suites at the Countess of Chester Hospital NHS Foundation Trust.



Being well – making healthy choices; living life as fully as possible, even with long-term conditions:

- Patients benefitted from courses to help them understand and manage their conditions. For example the Deafness Support Network ran sessions for people with hearing loss to help them become as self-reliant as possible, with support.
- We introduced a free, interactive web tool offering personalised advice and support for people living with long-term conditions. People feel better physically and mentally when they are in control and can connect to friends, family and the wider world around them. Patients create a “Facebook”-style profile to receive personalised information, advice and goal-setting features, tailor-made to their personal needs and interests. They can also create a network of “pals” to share their goals, progress and swap tips and advice. Patients and their carers worked with the Clinical Commissioning Group (CCG) and local clinicians to design and test the content.

Developing primary care

- Being able to book a GP appointment and ordering repeat prescriptions online are just two of the ways in which some local practices are widening choice and improving access for their patients. Others are offering all patients who have a new problem the opportunity to speak to a GP when they request an appointment.
- People registered with practices in Ellesmere Port who want physiotherapy can now book themselves in for treatment without the need for a referral from their GP.
- Vulnerable older people, who might otherwise need to be admitted to hospital urgently, are benefitting from a pilot scheme where GPs are working closely with a Community Integrated Care Team to assess their condition early in the day and put a treatment plan in place as rapidly as possible.

- Did you know that you may not need to see your GP for a number of common conditions and can see your highly-qualified local pharmacist instead? You don’t have to make an appointment, you can go along at a time that suits you and if you don’t pay for your prescriptions, you won’t have to pay for your treatment.
- A medical problem can be a symptom of underlying issues such as loneliness, debt and emotional and social problems. All the GP practices in Ellesmere Port plus City Walls Medical Centre have introduced a wellbeing co-ordinator service that signposts people to support for problems such as debt and housing issues and helps people become more self-reliant and be responsible for their own physical health and well-being. The service is provided by Age UK Cheshire.



What we did in 2014/15 cont...

Mental health and learning disabilities

- West Cheshire Clinical Commissioning Group (CCG) is taking part in a national pilot to test how people with learning disabilities and their carers can choose how they spend personal health budgets to buy the care they need. The CCG is working with patients, carers and their advocates to take this work forward.
- We have seen an increase in the uptake of health checks for people with learning disabilities.
- We have incentivised our community and mental health provider to implement the Health Equality Framework, a tool to capture outcome measures for people with learning disabilities.

Ageing well and end of life

- Nine integrated teams of nurses, doctors, therapists and social workers based in GP practices were developed further, with team coordinators in post and multi-disciplinary meetings taking place.
- We are working with Macmillan Cancer Support to redesign community-based services for people who are dying. Patients and carers have worked with the CCG to design and produce an information pack containing the information they need about support groups and services.

- NHS and social care staff caring for community-based patients can now seek advice and guidance from a single point of access service that runs from 8am to 8pm.
- Each GP practice now has a nominated carer link worker and the carers' centre has also appointed a carer link co-ordinator to help their practices identify and support carers.
- 'Snow Angel' schemes have been set up, with volunteers recruited to support people to keep well in their own homes. This project has managed to inspire numerous agencies to add additional health aspects to their home visits, by providing free training to ensure all staff are fully trained.
- West Cheshire CCG is a partner in the Bright Life project. Bright Life is a partnership led by Age UK Cheshire which won £5,104,190 in Big Lottery Funding to develop and promote wider community support and better neighbourhood connections for up to 6,400 older people across Cheshire West and Chester. Bright Life aims to design practical and proven measures that will combat loneliness and isolation for vulnerable older people.



How we spent our money

In 2014/15 NHS West Cheshire Clinical Commissioning Group had a budget of £322m and delivered a year-end surplus of £3.1 million.

The biggest area of spend was hospital based care. Over the next 5 years the proportion of spend in each sector would be expected to change as more patients are treated closer to their homes, wherever possible.

Following external audit review of our annual accounts and annual report we received an un-qualified audit opinion for the year ended 31st March 2015. Copies of the Clinical Commissioning Group's annual accounts can be obtained from Gareth James, Chief Finance Officer; garethjames@nhs.net

£322m	Overall commissioning budget
£238m	On hospital and community services
£41m	GP prescriptions
£1m	Services with Cheshire West and Chester Council
£33m	Other health services
£6m	Management costs



Listening to You

Healthwatch – Health and Wellbeing Event

In autumn 2014, we joined Healthwatch Cheshire West at Grosvenor Park Chester at their Health and Wellbeing Event. The event aimed to encourage local people to take care of their own health and wellbeing. During the day there were shows such as Dee Sign (see right), a Chester choir for the deaf and hearing impaired.



Malpas 'Spring into Health' Event 2014

Malpas Surgery Patient Participation Group held the second of their 'Spring into Health' events last year. This was held at the Memorial Hall on a Saturday, local residents were invited to come and meet representatives from local third sector organisations. They were also offered the chance to join the Patient Participation Group, sample healthy food, or participate in a gentle walk around the village.



Carers Day 2014

The Clinical Commissioning Group and Cheshire West and Chester Council invited local carers to come along to an event aimed at helping them with their caring roles. During the day the carers were also given the option to join pampering sessions.



Countess of Chester Hospital 30th Anniversary Fun Day 2014

The Countess of Chester Hospital celebrated its 30th Anniversary by inviting local families to come to a Family Fun Day. The Clinical Commissioning Group was invited to come along and talk to local people about how they could get involved in their local NHS.



Falls Prevention Event 2014

Last year the Clinical Commissioning Group joined Cheshire West and Chester Council to organise an event aimed at increasing local people's awareness of preventing falls. Over a hundred local people joined the event, and all fed back how helpful the event had been.

Self-Care Week 2014

Self-care week 2014 took place during November 17th - 23rd. West Cheshire Clinical Commissioning Group supported the week and raised awareness amongst patients, carers, health and social care professionals' on the importance of self-care management for people with a long term condition. During the week a range of activities and events were carried out and involved colleagues from health and social care along with organisations from the voluntary and community sector.



Youth Senate

The Clinical Commissioning Group had regular meetings with the Chester Youth Senate. These meetings gave young people the chance to become involved in our Starting Well programme and improve care for children and young people.



Cub Scouts

Back in September 2014 we launched a healthy eating poster competition for all the Cub Scout groups in the Ellesmere Port and Neston area. We also visited all of the groups to talk to them about the importance of a healthy diet. All of the cubs were invited to submit a poster to promote healthy eating. Over 100 cubs submitted their artwork for the competition. Prizes were presented to the three winners at the annual cubs awards ceremony.



Our Patients Said:

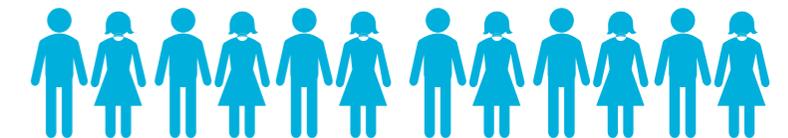
"The West Cheshire way?
I like it, sounds to me like
going the right way"
(PPG Workshop participant)

"Although the relationship between us and
West Cheshire CCG is a new and developing
one, I have confidence that we will become
increasingly engaged in the development of
plans and priorities in 2014/15"
(360 degree feedback)

"I would favour a system where I can
get care near to my home, better for
me and better for the NHS"
(focus group attendee)

"I think so many people go to Accident and
Emergency because they know it's there.
If they knew about all the other services
out there that's where they would go. Less
blocking in the system and better for all"
(Ellesmere Port CCG roadshow resident)

"I have a very simple question but I know
the answer is not. How do you make it easier
for people to better access primary care?"
(CCG road show participant)



Clinical Leads

Aidan Magrath (covering Claire Baker's maternity leave)	Clinical Lead for Integrated Team Around Practices	The Elms Medical Centre
Andy Dunbavand	Clinical Lead for Prescribing & Chair of Area Prescribing Committee	City Walls Medical Centre
Annabel Jones	Clinical Lead for Long Term Conditions	Boughton Health Centre
Catherine Wall	Clinical Lead for Diabetes & NHS 111	York Road Group Practice
Dan Jones	Clinical Lead for ICT	City Walls Medical Centre
Jane Wilkinson	Clinical Lead for Maternity	Western Avenue Medical Centre
John Wearne	Clinical Lead for Ophthalmology	Great Sutton Medical Centre
Julia Riley	Clinical Lead for Primary Care Quality	
Kirsten Laird (on Maternity Leave)	Clinical Lead for McMillan End of Life	
Lesley Appleton	Clinical Lead for Heart Disease	Neston Surgery
Pauline Finlay	Clinical Lead for Primary Care Nursing	
Philip Milner (Chair of Clinical Leads Meeting)	Clinical Lead for Episodic Care and Senior Clinical Lead	The Rookery
Rachael Warner	Clinical Lead for Cancer	Neston Medical Centre
Rebecca Banks	Clinical Lead for Urgent Care	Northgate Village Surgery
Robin Gleek	Clinical Lead for Education	Tarporley Health Centre
Sally Shaw (Retired June 2015)	Clinical Lead for End of Life	Old Hall Surgery
Sarah Smith (replaced James Davies)	Clinical Lead for Dementia	
Sue O'Dell	Clinical Lead for Children	The Handbridge Medical Centre
Tim Saunders	Clinical Lead for Primary Care Mental Health	Heath Lane Medical Centre

Governing Body Members

Dr Huw Charles-Jones	GP Chair
Alison Lee	Chief Executive Officer
Dr Andrew McAlavey	Medical Director
Dr Steve Pomfret	GP Network Chair (Rural Network)
Dr Claire Westmoreland	GP Network Chair (City Network)
Dr Jeremy Perkins	GP Network Chair (Ellesmere Port and Neston Network)
Chris Hannah	Vice Chair/Lay Member
David Gilbert	Lay Member
Pam Smith	Lay Member
Mr Mike Zeiderman	Secondary Care Physician
Sheila Dilks	Clinical Lead Nursing
Gareth James	Chief Finance Officer
Rob Nolan	Director of Contracts and Performance
Paula Wedd	Director of Quality and Safeguarding
Laura Marsh	Director of Commissioning

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Find out more

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