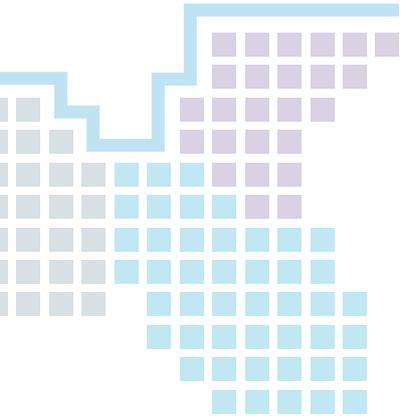
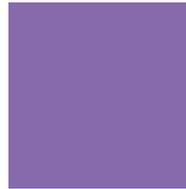




Annual Report Summary 2015/16



Where to go when you need urgent care

GP Surgeries are the first stop

Many surgeries open longer hours than you think and there are doctors available in Wandsworth, evenings, weekends and bank holidays. Even if your surgery is closed you can see a doctor if you need to by calling NHS 111.

Pharmacies can treat a lot more than you think!

Pharmacists in Wandsworth can provide advice and treatment for common conditions as well as

dispensing prescriptions. Some pharmacies in Wandsworth run a 'Minor Ailment Scheme' where you can get some prescription medicines directly from them, for free, if you are entitled - ask your local pharmacist for more details.

You can find details of your nearest pharmacy at www.nhs.uk

Urgent care and walk in centres

The Junction Health Centre, Grant Road, Clapham Junction. Open 8am to 8pm, 365 days a year. GP walk in service.

Queen Mary's Hospital Minor Injuries Unit, Roehampton Lane, Roehampton. Open 8am to 10pm, 365 days a year.

For things like cuts, burns, sprains, strains, suspected broken bones, minor head injuries, bites and stings.

St George's Hospital Urgent Care Centre, Blackshaw Road, Tooting. Open weekdays 6.30pm to Midnight, weekends 10am to Midnight, 365 days a year.

Call 111 for advice

NHS is a free phone service 24 hours a day, 365 days a year.

You should call if:

- You're not sure if you need to go to A&E
- You don't think it can wait for an appointment with your GP surgery
- You don't know where to go for medical help
- You are not registered with a GP surgery and don't know where to go

For immediate, life-threatening emergencies, call 999.

Welcome

It's my pleasure to present to you this summary of NHS Wandsworth Clinical Commissioning Group's (CCG) annual report for 2015/16.

We are a member organisation made up of all the GP practices in Wandsworth. Our job is to plan, monitor and pay for most of the health services available to Wandsworth residents.

In 2015/16 we had a budget of £421 million, allocated by the Government.

We have a duty to make the best use of this money to get high quality services for local people. Our plans are overseen by our Board, which is led by me, a Wandsworth GP, other

doctors, nurses and health and social care directors.

Across the NHS locally and nationally 2015/16 was a very challenging year. Demand for most services continued to grow and health services struggled to keep up. This trend will continue. Fortunately, the hard work and dedication of thousands of staff working in the health system locally ensure the majority of Wandsworth people receive high quality care. But the pressures on the system mean that we have to change the way we do things in the coming years to continue to provide high quality care.

We have already started to make changes in a number of areas and

we achieved many of the goals we set out to do at the start of the year. You can read more about these in this summary.

I'd like to thank our members, partners and local people for all of their hard work over the past year and for sharing our vision of better care and a healthier future for Wandsworth.

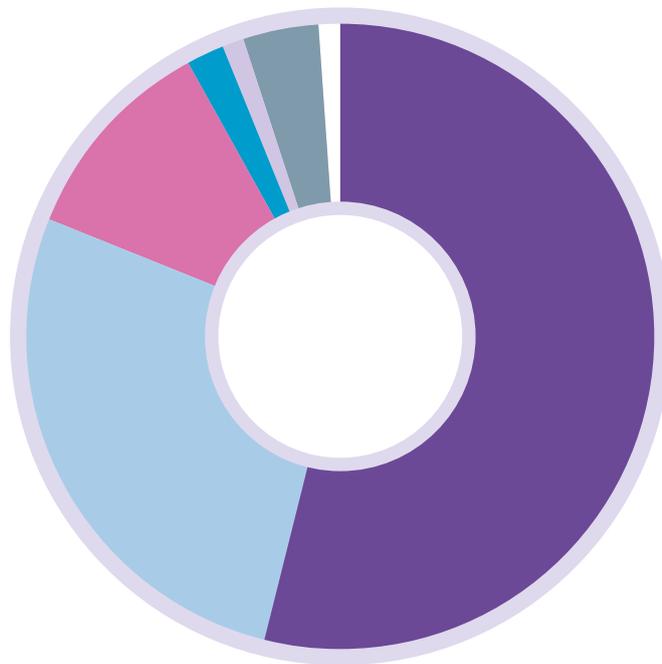


Dr Nicola Jones
*Clinical Chair, NHS
Wandsworth Clinical
Commissioning Group*

How we spent our budget

In 2015/16, we were responsible for a budget of £421 million that we used to pay for hospital, primary, community and mental health services for the people living in Wandsworth.

You can read our monthly financial reports and full annual report on the publications page of our website at www.wandsworthccg.nhs.uk



- Hospital services** – £228 million
- Mental health, community, and non-hospital services** - £117 million
- Primary Care** - £46 million
- Corporate** - £8 million
- Estates** - £1 million
- Other** - £17 million
- Reserve** - £0.22 million

What we set out to do

At the start of each year, we agree our plan for how to make the best use of our budget to plan and fund health services and improve the quality of these services and the experience of patients.

We group the important areas of work into “commissioning programmes”. We work with Wandsworth Council on some of these areas, especially where people need health and social care services that work closely together. This might be for people with long term or complex health needs or where we want to promote better health and wellbeing for local people.

In 2015/16 our programmes were:

CCG/Wandsworth Council joint programmes



Promoting good health



Learning disabilities



Older people



Children and young people



Mental health

CCG programmes



Primary care



Urgent care



Out of hospital care

What we achieved

Promoting good health

There are about 78,188 people living with one or more long term health conditions in Wandsworth. Our aim is to help these people to live healthier lives and feel confident to manage their conditions. We worked with community groups and organisations on a range of projects.

Achievements in 2015/16 included:

150 patients completed Expert Patients and Patient Short courses. In the evaluation of the first eight courses last year patients reported improved general health, reduced pain, improved confidence and that their condition interfered less with everyday living.

Further development of the Wellbeing Hub, our online and telephone support service (see below and page 15).

81 health professionals trained to support patients to manage their condition.

Learning disabilities

We want to ensure that wherever possible, people with learning disabilities are cared for and supported in the community where they live.

Achievements in 2015/16 included:

Developing a register of people with the most complex needs and making sure that services can respond very quickly to support them in the community.

Enabled six people to move from hospital to the community, improving their lives by enabling greater independence.

Wellbeing Hub Community Navigators hit the spot

"I am so grateful to the service and support you have provided today. I am very pleased. It means a lot when people are in need."

"I would like to thank you for the information you've given. I'm glad that I called and had a lovely chat with you."

"I found the information sent over to me very informative and helpful."

Older people

Our focus is making sure that the services we commission deliver the outcomes that matter to patients and carers; reducing the need to attend A&E, emergency admissions to hospital and the length of time people spend in hospital when they are admitted.

Achievements in 2015/16 included:

Continued to work through our three localities (West Wandsworth, Battersea and Wandle) who with their geographical focus, have identified the priorities for their local populations, to reduce health inequalities and address health and social care issues that may be specific to their communities.

Improving end of life care

In 2015/16 we developed a new service aimed at improving care at home for people approaching the end of their life in Wandsworth. The Wandsworth End of Life Care Coordination Centre has been shortlisted in the HRH The Prince of Wales Award for Integrated Approaches to Care category.

The Wandsworth Care Coordination Centre, based at Royal Trinity Hospice and run in partnership with Marie Curie and St George's University Hospitals NHS Foundation Trust, has supported



over 400 patients and their families in its first year. Commissioned and funded by NHS Wandsworth CCG, the Centre has resulted in an improvement in the quality of care provided to people approaching the end of their life through faster discharges from hospital, patients and families feeling more reassured, and patients feeling more supported to remain at home.

Children

We worked with our partners in Wandsworth Council and primary and secondary care to develop care that is targeted towards those with the greatest need and delivered across integrated pathways.

Achievements in 2015/16 included:

Improved assessments for children eligible for continuing healthcare and established a pilot offer for Personal Health Budgets for children who receive continuing healthcare funding.

Improved children's community mental health services and school-based services like Place2Be, which offers counselling in 17 schools and means that children can get support more easily.



Improving school health services

We worked with teachers, assistants, children and parents and carers at Linden Lodge School to redesign the health service for children at the school. In February 2016, Ofsted reported that this work has made a big difference. Feedback from parents has been very positive: *"They have changed the policy on medication and this has improved it quite a bit. I am completely confident that they look after my son's health care needs"*.

Adult mental health

Our aim is to commission services that prevent mental illness and promote mental wellbeing.

Achievements in 2015/16 included:

About 6,349 people received psychological (talking) therapies.

Worked with police, prison service and schools to understand how to do better on preventing suicides.

Reduced waiting times for people needing secondary mental health care.

Primary care

General practice is at the heart of patient care and we worked closely with Wandsworth GPs through three locality groups to find new ways of improving services for local patients.

Achievements in 2015/16 included:

GPs spent extra time with over 9,731 vulnerable people with long term health conditions through our Planning All Care Together (PACT) scheme.

GP practices provided approximately 16,744 additional appointments over the year.

The PACT service also delivered:

- 1,039 carers' consultations
- 2,618 assessments for risk of falls and bone health
- 1,798 slow release injections.

Urgent care

Like much of the rest of the country, the number of people using urgent care services continued to rise in 2015/16. This was and still is a huge challenge.

Achievements in 2015/16 included:

Developed new services to provide alternatives to A&E. For example, more GP appointments are now available in the evenings, at weekends and on bank holidays.

Increased proactive care for vulnerable patients so they are less likely to need urgent care.

Increased rapid access to diagnostics in the community.



Worked with acute, primary and community teams to ensure that patients with complex needs have the right support to leave hospital.

Procured a high quality 111/out of hours service.

Out of hospital (planned) care

Our out of hospital and planned care programmes focused on how best to support patients to stay healthy through services delivered in community settings, closer to home.

Achievements in 2015/16 included:

Worked with the Wandsworth Diabetes Patients Group to develop glucose meters guidelines so that everyone is using them correctly. Now used in all general practices and by St George's diabetes specialist nurses.

13 people trained to be Diabetes Champions, helping to help people with or at risk of diabetes to manage their condition and stay healthy.

Reduced waiting times for services for people with lung disease.

GPs identified patients with heart rhythm problems that put them at risk of stroke and reduced the risk by giving them medication to prevent stroke.

Gardening for health and wellbeing

Thrive is the charity that uses gardening to bring about positive changes in the lives of people living with disabilities or ill health, or who are isolated, disadvantaged or vulnerable. This therapy is known as social and therapeutic horticulture.

We commissioned two programmes; one for stroke survivors and a 'healthy hearts' programme which has now been



extended to include cancer patients. Patients attend gardening sessions once a week for 12 weeks to help them experience and understand the benefits of gardening. In addition to developing their gardening skills there is a focus on improving fitness and strength, making lifestyle changes, improving psychological health, improving social interaction.

"I look forward to coming here because I get to see my friends every week. I don't know what I will do when my 12 week programme is finished." Carole

"I love gardening and because I live in a flat, this is the only chance I have had to do some gardening. What's even better, we can garden when it's raining because there is also indoor table-top gardening and we all have a good chat." Ben.

How we did against some of our targets in 2015/16

95% of patients seen in A&E admitted or discharged within 4 hours – 92.1% achieved	X
85% of patients, referred by a GP, diagnosed with cancer start treatment within 62 days – 84% achieved	X
93% of suspected cancer referrals to be seen within 2 weeks of referral - 88.6% achieved	X
92% of patients who have not yet started treatment should not be waiting more than 18 weeks from referral – 90.5% achieved	X
99% of patients have diagnostic test within 6 weeks of referral – 98.8% achieved	X
75% of category A 999 calls result in an ambulance arriving in 8 minutes – 68.1% achieved	X
67% of people with dementia diagnosed - 72.4% achieved	✓
95% of people treated within 18 weeks of referral to psychological therapies - achieved	✓
96% of patients waiting no more than 31 days from diagnosis to first definitive treatment for all cancers – 98% achieved	✓

Demand for services is continually increasing. We know that improvements need to be made, in particular to hospital waiting times for planned, emergency and cancer treatments and work is already well underway.

Our plans for the year ahead

Our operating plan sets out how we will deliver key targets within the NHS Constitution and the priorities set out for all clinical commissioning groups. It also describes how we will deliver our strategic priorities. Here are some highlights.

You can read the full operating plan on the publications page of our website

www.wandsworthccg.nhs.uk

Doing core business well

- Joining up health and social care for about 500 frail older people through personalised care plans developed with the patient at the centre.
- Redesigning services for children with complex needs by bringing health and local authority decision making processes together.
- Ensuring that all patients have access to GPs for urgent care 24/7.
- Reducing waiting times for treatment for people with cancer.

Transforming primary care

- Taking on full responsibility for commissioning general practice services. This will help us to improve access, outcomes and experience for patients. It will support our work to reduce inequalities, giving us the ability to design local schemes based on local knowledge.

Commissioning prevention and social care services

- Funding a new voluntary sector coordinator to work with Wandsworth Care Alliance to enable us to commission services

more closely based on the needs of populations in Wandsworth. It will also help us to grow and build voluntary sector organisations that can help prevention and early intervention.

Reducing health inequalities

- Identifying patients with learning disabilities with the most complex needs and ensuring they can be supported in the community wherever possible.
- Continuing to develop services to address health inequalities, particularly amongst BME communities within mental health services.



How to get involved

There are lots of ways you can get involved in shaping health services in Wandsworth:

Email

- Sign up for 'Newsworthy' – our monthly newsletter, email ppi@wandsworthccg.nhs.uk

Online

- Follow us on Twitter at [@NHSWandsworth](https://twitter.com/NHSWandsworth) or find us on [Facebook NHS Wandsworth CCG](#)
- Tell us what you think about health services or ask a question by completing a feedback form on our website www.wandsworthccg.nhs.uk

Face to face

- Come along to our Board meetings – the dates, times and papers are published on our website, we also film our meetings to watch live and put them on our [You Tube channel: NHS Wandsworth CCG](#)
- Find out about becoming a patient representative on one of our committees, email ppi@wandsworthccg.nhs.uk



- Join Healthwatch Wandsworth, an independent watchdog for health and social care, email enquiries@healthwatchwandsworth.co.uk or call **020 8516 7767**
- Join a patient participation group in your local GP practice.

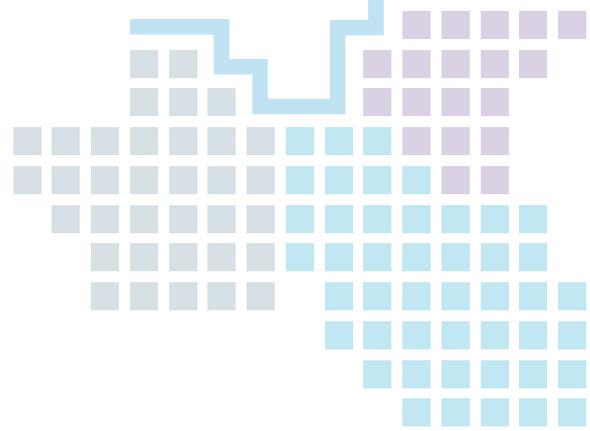
Need help and support to manage a long term health condition?

The Wandsworth Wellbeing Hub is a free and impartial NHS service which aims to help patients and the public to find organisations and services to support their health and wellbeing needs.



www.wandsworthccg.nhs.uk





Contact us



www.wandsworthccg.nhs.uk



ppi@wandsworthccg.nhs.uk



@NHSWandsworth



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