

# Summary Annual Report 2013/14



## Contact us

You can find out more about Wandsworth CCG at [www.wandsworthccg.nhs.uk](http://www.wandsworthccg.nhs.uk)

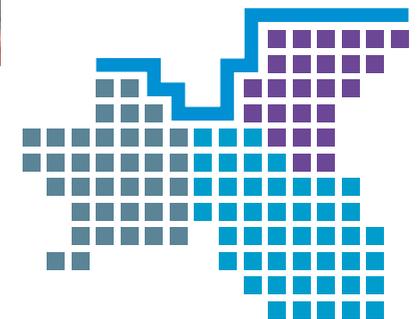
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www.rehabdesign.co.uk

**better care and a healthier future for Wandsworth**



## Map of the area and key facts

### ■ GP practices in Wandsworth



## Who we are

Wandsworth Clinical Commissioning Group (CCG) is an NHS organisation made up of all 43 GP practices in Wandsworth. We have a board which oversees all of our health strategies and plans for the borough.

GPs work with NHS managers in our head office and out in the community to make sure we are getting the best possible treatment and care for

local people from the organisations delivering NHS services.

We work together with our partners in the local NHS (pharmacists, hospitals and mental health providers), Wandsworth Council, local residents, and local community groups to make sure everyone has good quality health services they need, when and where they need them.

**373,430**  
registered population

**48,500**  
people with mental health disorder

**11,000**  
people with diabetes

**40,000**  
calls to NHS 111

## Message from the Chair

We are passionate about commissioning better care and services for the people of Wandsworth. We use a blend of clinical and managerial skill, informed by patient feedback and the best evidence we have to make sure our population gets great healthcare.

We aim to be open and transparent, working with local people and partners to make sure our population has confidence in our commissioning decisions.

From the outset, we have been ambitious about innovating the NHS in our area to improve not only the quality of services but also local people's health.

We realise that we can only do these things if we hear and understand what people think of health services so we are committed to getting your feedback on whether the services you use are meeting your needs.

I hope you agree we have made a solid start thanks to the efforts of everyone who works for and with Wandsworth CCG.

**Nicola Jones**  
Chair, NHS Wandsworth CCG



## What we do

We plan, monitor and commission (buy) most of the health services you and your family will use as a Wandsworth resident. This includes the following:

-  **Hospital care**  
(for example, outpatient appointments, specialist investigations and routine operations)
-  **Services for people with mental health conditions**
-  **Rehabilitation services**  
(for example, physiotherapy)
-  **Services for people who need long term care**  
(for example, people with learning disabilities or who are physically frail)
-  **Urgent and emergency care**  
(for example, urgent care centres and A&E)
-  **Community health services**  
(for example, district nursing)

GP practices are grouped by area or locality and nominate a lead who is on the board. Practices meet to discuss problems in their areas as well as the solutions.

GPs also run clinical reference groups with NHS managers and other health and social care professionals across the borough. These groups look at all areas of the NHS and make sure services are performing well and are being innovated and improved wherever necessary.



## This means

- Making sure health services in Wandsworth are high quality
- Working with the local community to plan and improve services
- Having a good working relationship with the people who provide your care and other organisations responsible for local services, like Wandsworth Council and voluntary groups
- Making the most effective use of the money we have been given



## Our vision

Everything we do is working towards our vision of...

## Better care and a healthier future for Wandsworth

We aim to be:

### Patient focused

– our first responsibility is to our patients

### Outcomes driven

– we always have the health of our patients and the quality of services at the forefront of every decision

### Principled

– we uphold the values of the NHS

### Collaborative

– we work with all our partners, patients and carers

### Progressive and professional

– we support our staff

## Working in partnership

We believe that health in the borough can only be improved by working with local partners, as well as making sure clinical staff work with local communities and patients to shape services for the future.

Some of our key partners we work with are: local hospitals, Community Services Wandsworth, Wandsworth Council, South West London & St George's Mental Health Trust, Adult Social Services, local CCGs, NHS England, Healthwatch and community and voluntary organisations.

### How do we work with some of our key partners?

The Wandsworth Health and Wellbeing Board is the most important way we come together with the Council to look at improving the health and wellbeing of local residents.

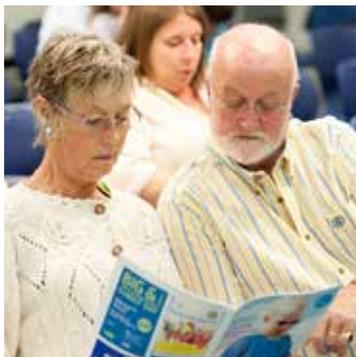
Healthwatch is a statutory organisation that champions the voice of patients, service users and carers. They work very closely on our committees, feeding in the patient voice to the commissioning process. They also have a non-voting seat on our board.

The Patient and Public Involvement Reference Group oversees the voice of the patients in the organisation. Members represent patients, carers and community groups across Wandsworth. This group pulls together news, views and activities from patients and their representatives and reports into the board.

The six south west London CCGs and NHS England, are working together under the umbrella name of South West London

Collaborative Commissioning to develop a five-year strategy for the local NHS. The strategy looks at the whole health system, including primary care, community services and mental health.

We work with local hospital trusts to improve services and innovate where there is evidence this is necessary. For example, we are working closely with St George's Hospital to redesign Community Adult Health Services so these are based around the patients' needs.



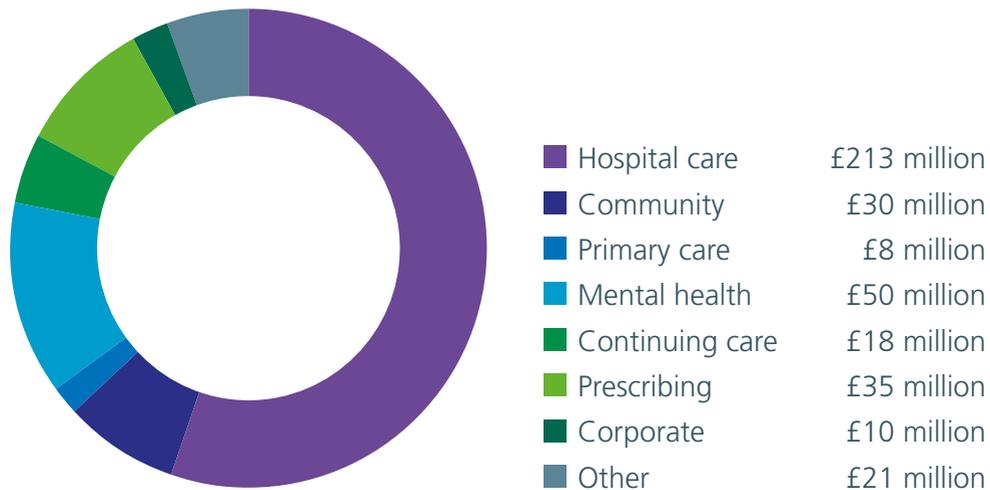
## How we spend your money

We have been allocated £396 million this year to plan, buy and monitor healthcare services. This money has been given to us by the Department of Health to spend on patient care in hospitals and in the community, on prescribing and other services.

Last year we made £9.96 million of savings as part of our Quality, Innovation, Productivity and Prevention (QIPP) programme. Our QIPP savings are reinvested in service and quality improvements. For example, we have reinvested money into Urgent Care Centres, a Memory Assessment Service for people with possible dementia and the Community Ward to help patients with long term health conditions.

You can read our monthly financial reports and full annual report including declarations of interest and our executives' pay on our website at [www.wandsworthccg.nhs.uk](http://www.wandsworthccg.nhs.uk)

### Expenditure by area 2013/14



## The challenges we face

- 1 An aging population and rising birth rate means a growing demand on health services
- 2 Up to a third of people are living with long term conditions
- 3 The burden on carers is high and they need support with their health and social needs
- 4 High level of mental health problems; cancers and cardiovascular disease in under 75s; sexual health, alcohol and drug problems in younger people; and winter deaths in older people
- 5 A need to make savings whilst still improving quality, not just in Wandsworth but across the whole of south west London
- 6 Significant variations in health across Wandsworth between the most affluent and the most deprived
- 7 A need to reshape mental health, GP and community services so patients only go to hospital when they really have to

## Our progress

This year we have worked to build on existing high quality services, innovate where evidence and patient experience showed us we needed to, and buy new services as necessary.

### Below are some of our biggest achievements for 2013/14.

- Streamlined hospital referrals for over 2,000 outpatients: The new Kinesis system means GPs can talk to hospital consultants before making a referral. This means we don't waste patients' time on unnecessary referrals or being sent to the wrong speciality, and we don't waste money.
- Improved the Integrated Falls and Bone Health Service and Fracture Liaison Service: We identify residents at risk of falls and fractures and give them early support, which means we have reduced the number of emergency admissions for patients age 65 and over.
- Worked to improve the quality of mental health care: We have increased access to talking therapies and focused on black and minority ethnic people in hospital.
- Rolled-out NHS 111: 40,000 callers have tried the easy to remember number for people to call when they need medical help fast.
- Introduced our "Single Point of Contact" service: Over 1,000 residents have accessed community services via a single number, NHS 111.
- Ensured timely diagnosis, support and treatment of dementia: We launched the Wandsworth Memory Assessment Service as a single point of access for adults with suspected dementia, which has improved our diagnosis rate.
- Helped put 4,800 smokers on the path to a smokefree future: We supported local GPs to refer patients to the stop smoking service.
- Introduced the "Make a Difference" clinical alert system: This has improved communications between GP practices and hospitals by providing a simple way for GPs to raise their patients' concerns.
- Developed Urgent Care Centres at St George's Hospital and Queen Mary's Hospital: These centres treat people with illnesses and injuries that are urgent but not life threatening, so A&E doctors and nurses can focus on real emergencies.



## Our plans

Our Operating Plan sets out in detail our goals and priority areas for the next year, as well as covering our ambitions for the future, which are:

- Improving Quality
- Improving Access
- Innovation
- Value

### Some of the ways we will do this is by:

- Transforming Community Adult Health Services in Wandsworth provided by St George’s Hospital.
- Improving key service areas like dementia, mental health therapies and medicines management.
- Making sure that clinical quality is routinely monitored and reviewed in all the services that we commission.
- Helping people to stay healthy and getting them into health services as early as possible if they are ill, by working with our colleagues in public health at Wandsworth Council and enhancing GP services.
- Putting in place a new rapid access social care package, so that people can be referred within four hours by a NHS “trusted assessor”.
- Developing an innovative contracting model for community services, which demonstrates value for money and puts resources where patients need them.
- Launching a more comprehensive patient self-management programme, with a range of support for patients whatever their needs or conditions.
- Comparing good value for money with other providers in key areas, for example mental health and continuing care.
- Integrating health and social care to improve services, get better outcomes and increase value for money.

## How to get involved

Sign up for our newsletter and updates, email [ppi@wandsworthccg.nhs.uk](mailto:ppi@wandsworthccg.nhs.uk)

Find us on Twitter [@NHSWandsworth](https://twitter.com/NHSWandsworth) or Facebook [Wandsworth PPI-Team](https://www.facebook.com/Wandsworth-PPI-Team)

Send us some feedback about health services or ask us a question by filling in a feedback form on our website [www.wandsworthccg.nhs.uk](http://www.wandsworthccg.nhs.uk)

Come along to one of our public board meetings, times and dates are on our website and everyone is welcome.

Become a patient representative on one of our committees. To find out what this involves email [ppi@wandsworthccg.nhs.uk](mailto:ppi@wandsworthccg.nhs.uk)

Join Healthwatch Wandsworth, they are an independent watchdog for health and social care and would like to hear what you think about local services so get in touch! Email [enquiries@healthwatchwandsworth.co.uk](mailto:enquiries@healthwatchwandsworth.co.uk) Telephone **020 8516 7767**

Join a patient participation group in your local GP practice: find out more about the NHS, help your local community, get involved in the running of health services and help us make important decisions that affect everyone.

We can only improve the local NHS with your help – get involved today.



## How we've used patient feedback in our planning

Wandsworth has a diverse population and we aim to involve as many people as possible from all different types of backgrounds, ethnicities, ages, genders and disabilities.

We have patient representatives on lots of our committees, for example on our locality forums and clinical reference groups like Cancer or Diabetes. We also have patient representatives, known as lay members, on our board.

Our Patient and Public Involvement and Communications Teams send out monthly newsletters and regular updates to our database along with questionnaires, surveys and polls. We also run events like workshops and focus groups to get feedback on different aspects of healthcare in Wandsworth.

The feedback we receive is then circulated so that groups working in a certain area like diabetes for example, know what patients are saying about services and this helps the teams make decisions about commissioning. We are always looking at more innovative routes for involving patients, carers and service users, such as co-creation approaches, virtual groups, citizen's juries and more lay representatives on decision-making or advisory bodies.

An example of how local people influence our decision making is the Wandsworth Youth Health Jury. Over the last 12 months the Youth Health Jurors have continued to hold regular monthly sessions. The Jurors have been involved in a number of projects including: a presentation at Ernest Bevin College, an online group and Youth Health Jury blog, ongoing recruitment of Youth Health Jurors, development of a monthly newsletter, a website workshop and a new leaflet.



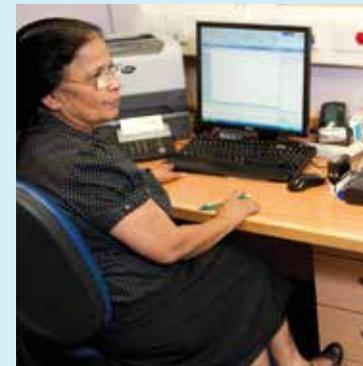
## Registering with a GP

Whether you feel ill or not, it's essential that you register with a GP local to you.

Being registered with a GP means that: you have access to a doctor 24 hours a day, 365 days a year; you will be invited for routine tests or check-ups that you need; and if you have an illness, you will have access to on-going care and any specialist treatment you need.

Simply contact a GP practice close to where you live and ask to register.

If you need help finding your nearest practice, call NHS England on **0300 311 2233** or go to NHS Choices **www.nhs.uk**



### Urgent care services in the area

Call NHS 111 if you need help or advice urgently but it's not a life threatening situation. For immediate, life threatening emergencies, you should always dial 999.

If your GP is closed then you can also call NHS 111 for the out of hours doctor or visit one of Wandsworth's Urgent Care Centres at:

**St George's Hospital,  
Blackshaw Road, Tooting,  
SW17 0QT**

Telephone **020 8672 1255**  
Open 24 hours, 365 days a year

**Queen Mary's Hospital,  
Roehampton, SW15 5PN**

Telephone **020 8487 6000**  
Open 8am-7pm, every day except  
Christmas Day

Or the Walk in Centre at:

**The Junction Health Centre,  
Arches 5-8, Clapham Junction  
Station, London, SW11 2NU**

Telephone **020 3131 0527**  
Open 8am-8pm, 365 days a year