

Introducing the Local NHS

Rachel Richardson,
Patient & Public Engagement Officer



Shape your NHS
Wigan Borough CCG

February 2018

Housekeeping

1. Introductions
2. Timing of session
3. Breaks
4. Toilets
5. Fire alarm
6. Parking Board
7. Training Evaluation - important

Agenda

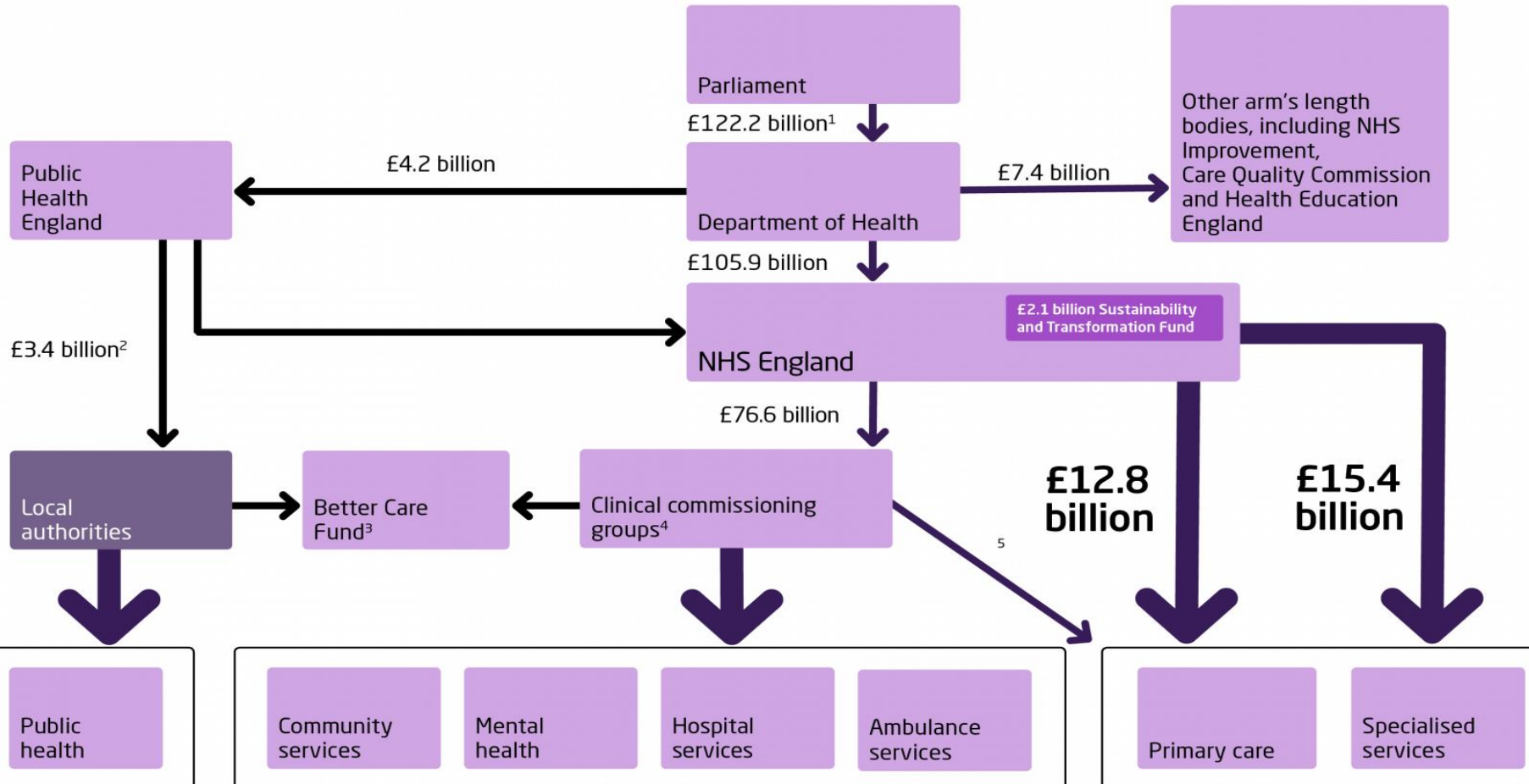
1. What health and social care organisations do we have in Wigan Borough and how do they work together?
2. A closer look at what Wigan Borough CCG does
3. Some of the local priorities around healthcare

KINGS FUND VIDEO:

How does the NHS in England work?

<https://www.kingsfund.org.uk/audio-video/how-does-nhs-in-england-work>

The NHS: How the money flows



1 All figures are for 2016/17
2 Public health grant

3 With the aim of integrating health and social care services, NHS commissioners and local authorities pool some of their annual budgets (around £5.8 billion in 2016/17) to create the Better Care Fund.

4 From April 2017, all CCGs have assumed some responsibility for commissioning primary medical care services. Sixty-three have taken on full delegated responsibility; the rest have joint responsibility with NHS England.

5 NHS England transfers money to those CCGs that have taken on full delegated commissioning of primary medical care services.

SECTION 1:

What health and social care organisations do we have in Wigan Borough and how do they work together?

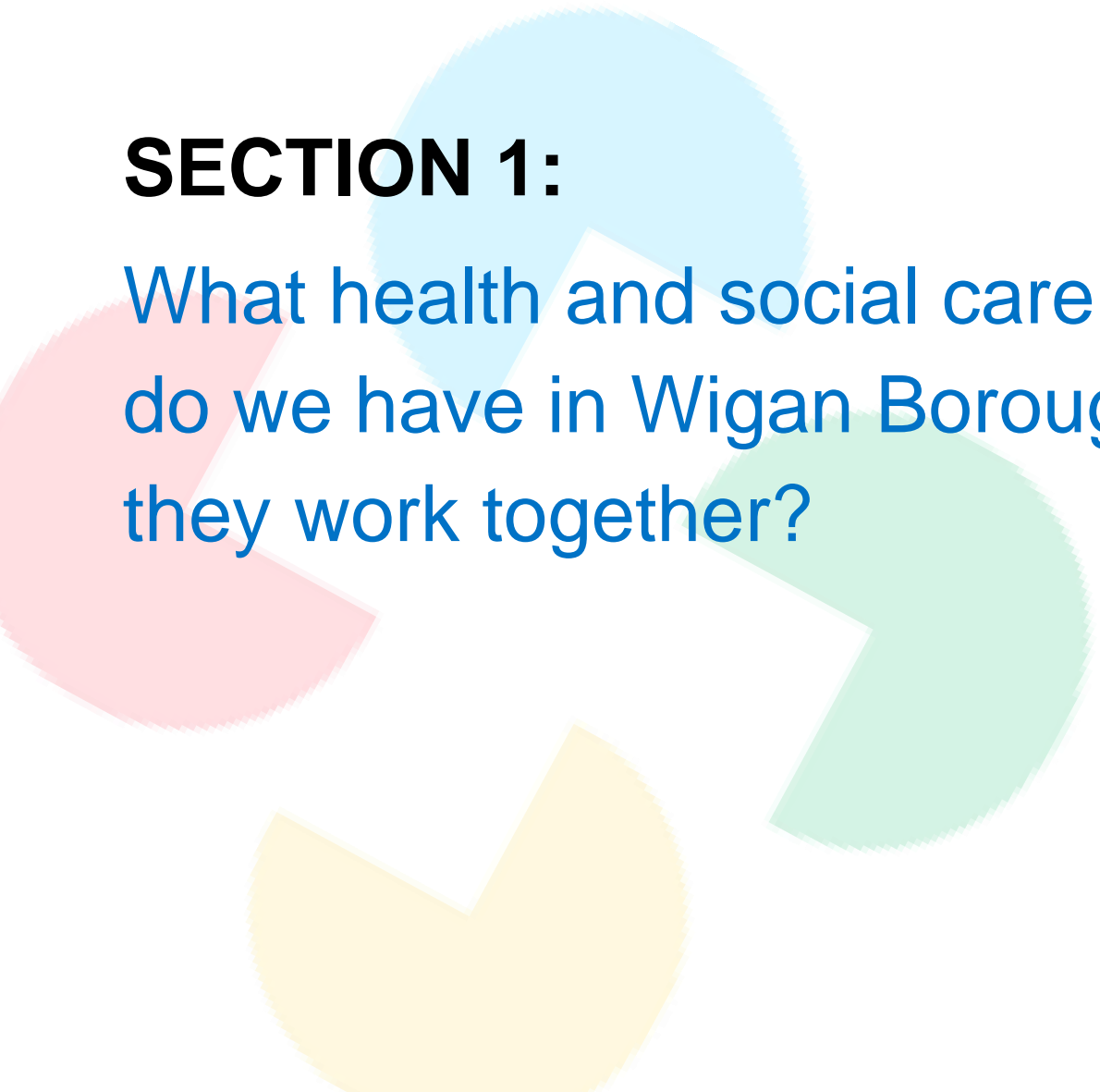
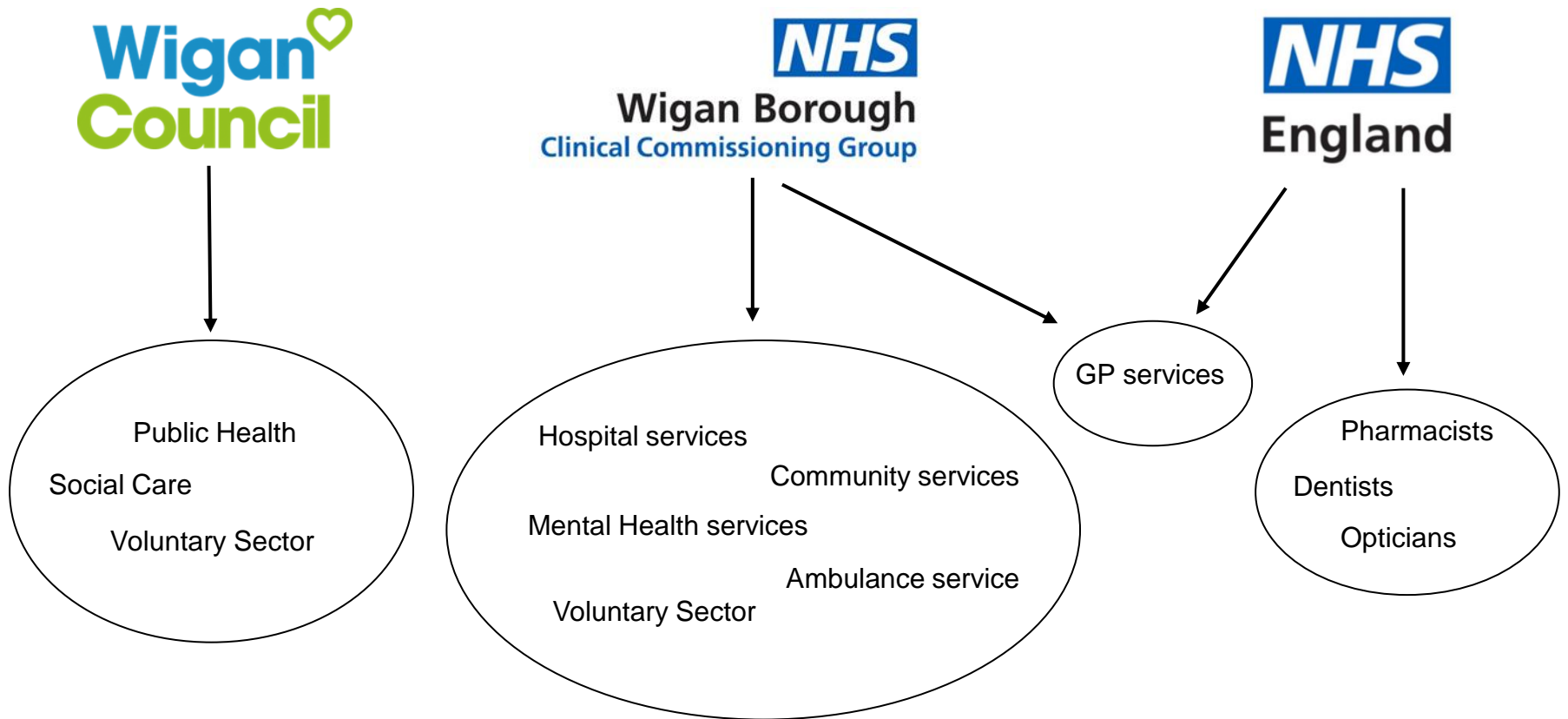
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TABLE EXERCISE:

Match the logo to the description

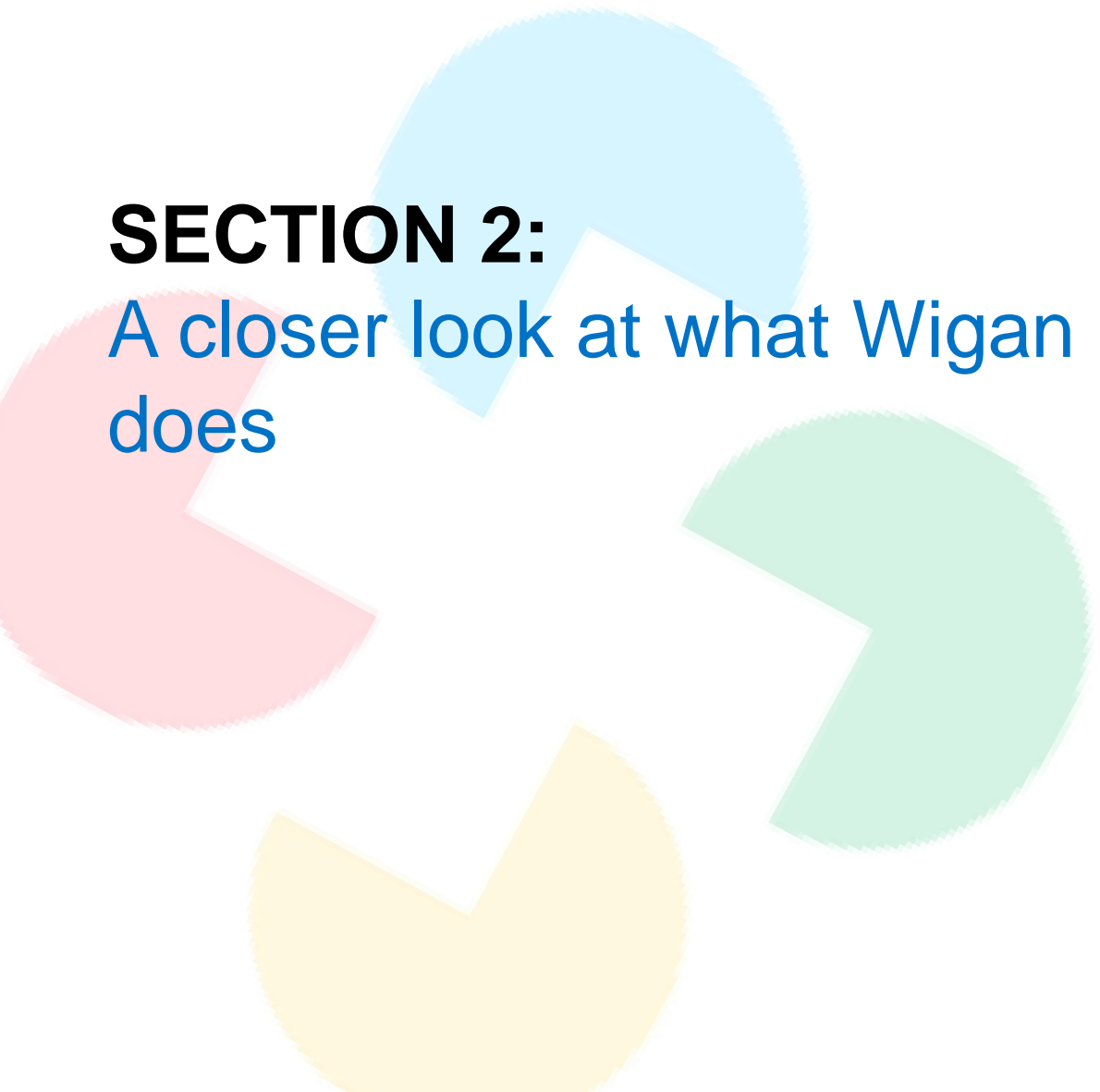


Who commissions what in Wigan Borough?



SECTION 2:

A closer look at what Wigan Borough CCG
does



Wigan Borough CCG

- NHS Organisation
- Made up of 62 GP practices which have approximately 218 doctors (GPs)
- We get approximately £504 million to spend on local services every year
- We cover a population of approximately 324,000
- We assess the needs of the local population and put services in place to meet the needs (This is commissioning)
- We work with NHS England on the commissioning of GP practices

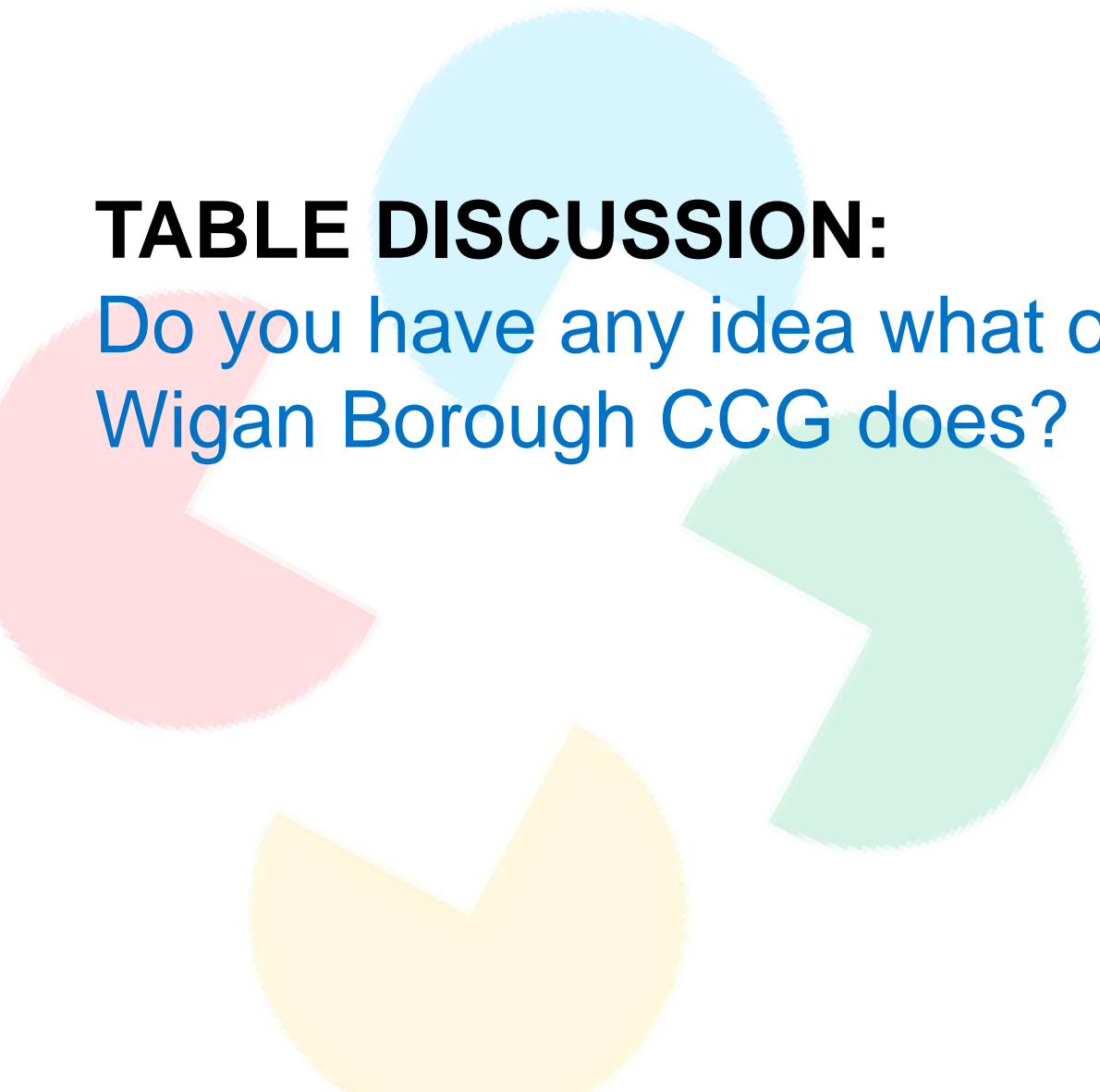


Commissioning Example- Community Link Workers

- Patient and Public Involvement helped make the case for the introduction of the Community Link Worker role
- Has been jointly commissioned by Wigan Borough CCG and Wigan Council since 2015
- The Community Link Works helps link people in with their local community when they may not have a medical need
- They see people who may be socially isolated, bereaved or have debt problems – better helped by someone other than their GP
- We now have 15 Community Link Workers working in the Borough (14 working in GP practices and 1 at the local hospital)

TABLE DISCUSSION:

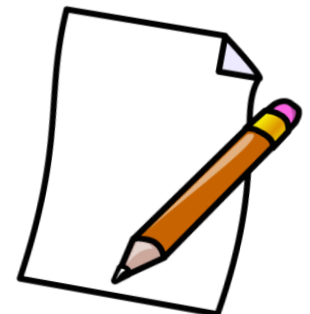
Do you have any idea what other functions
Wigan Borough CCG does?

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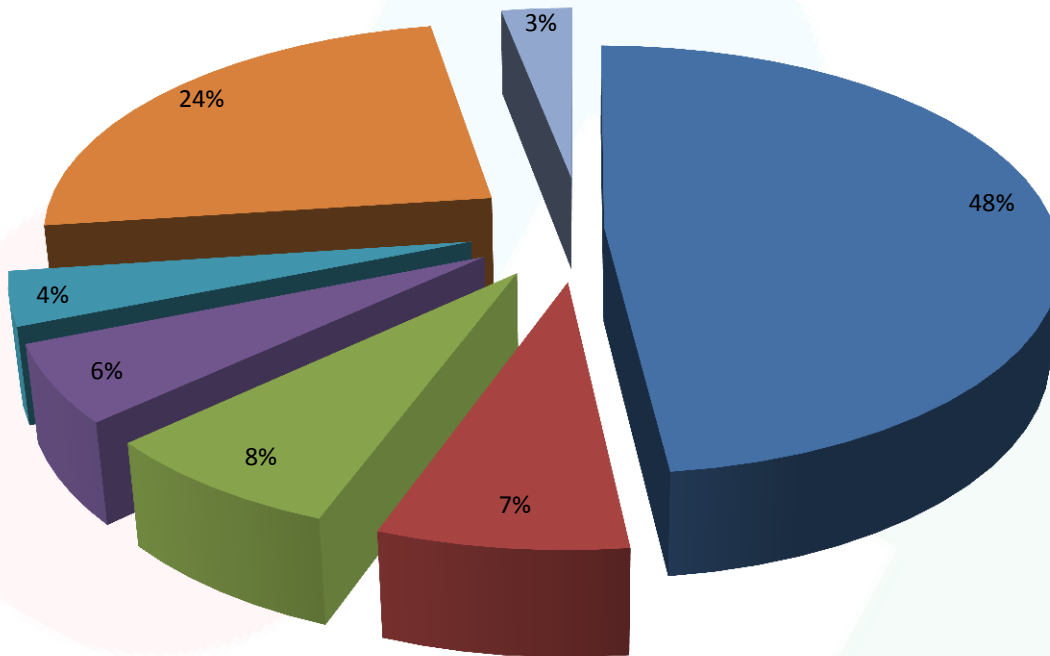
Let's compare lists...

| Wigan Borough CCG Functions | | | | |
|-----------------------------|---------------|-----------------------|------------------------|-----------------------|
| Primary Care | Commissioning | Finance & Performance | Medicines Optimisation | Governance |
| Quality | Safeguarding | Patient Engagement | Equality & Diversity | Continuing Healthcare |

Printed handout 2



So how does the CCG spend its budget?



Hospital Services – 48%

Mental Health and Learning Disability Services – 7%

Community Services – 8%

Continuing Care Services – 6%

Other Programme Services (i.e. Better Care Fund and NHS111) – 4%

Primary Care – 24%

Other (Premises, IT, Meds Man, Winter Resilience and surplus) – 3%

The CCGs Finance Team do annual engagement sessions – keep an eye out if you are interested

Work with GP practices

- We work very closely with our member GP practices on a range of things – for example:
 - Making service improvements
 - Standardising services (Primary Care Standards)
 - Engagement and involvement in commissioning
 - Contract monitoring
- We provide support to Patient Participation Groups linked to the 62 GP practices
- This training programme was put together in response to the PPG Survey we did in 2017 when groups told us they wanted training

- Wigan Borough CCG and NHS England are both responsible for commissioning GP services
- NHS England agree the national contract (General Medical Service) for GP practices and have overall responsibility
- Wigan Borough CCG helps to monitor the contract and practices on behalf of NHS England
- Wigan CCG can also make some local changes for example the introduction of the Extended Access Service

Book an appointment to see a GP or HCA from 6.30pm until 8.00pm weekdays and between 10.00am and 4.00pm on Saturdays, Sundays & Bank Holidays

Call **01942 482848** between

9:30am - 7:15pm weekdays

9:30am - 3:15pm weekends & bank-holidays



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SECTION 3:

Some of the local priorities around
healthcare

TABLE DISCUSSION:

What do you think might be some of the biggest challenges facing health and social care at the moment?

The challenges

Ageing population

An ageing population with multiple complex chronic conditions

Constrained funding

Constrained funding means that all partners in the borough are facing an unprecedented financial challenge

Integration

A lack of integration between different providers in the system leading to inefficiency and a compromised patient experience

Increasing demand

Increasing demand from individuals with complex dependency who have been used to taking action only when their need was acute

Skills and workforce gap

A skills and workforce gap that threatens the safety of the system and impacts its ability to invest in improvements and changes

School readiness

Children who are not ready for school meaning they may face a lifetime of disadvantage

Poor health

High levels of obesity and tobacco and alcohol consumption – important determinants of poor health

Lifestyles

Adults of working age trapped in chaotic lifestyles and dependent on multiple public services



Our plan to tackle the challenges

- The Wigan Borough Locality Plan – The Deal for Health and Wellness
- 5 year plan written in 2015
- All the areas in Greater Manchester have written a plan
- Lots of engagement work was done when Wigan Borough CCG was first set up to understand what was important to local people
- Locally we have received some additional money from the Greater Manchester Health and Social Care Partnership (£15 million so far) to go towards delivering this plan and transforming services

3 pillars of the plan

- Based on patient and public engagement, the 3 pillars of the plan are...

1. That health and social care services should support people to be well and independent and to take control of their lives.

2. That health and social care services should be provided at home, in the community or in primary care, unless there is a good reason why this should not be the case.

3. That all services in our Borough should be safe and of a high quality and part of an integrated, sustainable system led by primary care.

How are we going to deliver the plan?

- The Healthier Wigan Partnership has been set up
- This is an alliance of local providers working together to transform and improve services
- The Healthier Wigan Partnership has the following vision:
 - Integrated joined up services
 - Services based around GP practices
 - Focus on prevention and early intervention
 - Reduction of demand on services by keeping people well
- The GP practices in each area of the Borough are starting to work more closely together



TABLE DISCUSSION:

1. What practice are you registered with?
2. Are you experiencing any difference in the way services are delivered?

How you can get involved

| | |
|-------------------------------------|--|
| <p>Feedback</p> | <p>Friends and Family Test National Surveys, e.g. GP survey Local surveys Patient Opinion and NHS Choices Complaints / Compliments</p> |
| <p>Patient Participation Groups</p> | <p>We have 62 practices and every practice SHOULD have a PPG (It is within their contract with NHS England) They should meet regularly Locally we bring the PPG groups together to meet in the local areas We also have a Patients Forum</p> |
| <p>Shape Your NHS Community</p> | <p>This is the CCGs engagement membership We send out monthly newsletters We advertise any opportunities to attend events, focus groups, complete surveys, join committees / meetings etc Readers Panel</p> |

Thank you

Please complete an evaluation form.

Contact;

shapeyournhs@wiganboroughccg.nhs.uk

Or

01942 482711