

# CCG News

**Welcome to the summer edition of CCG News.**

Over the last couple of months we've been busy preparing our annual accounts and annual report which mark the successful completion of our first year as a statutory NHS organisation. Considering that we have only been operational for 12 months, I am extremely proud of the progress we've made in establishing our organisation and the strides we have taken towards improving the health and wellbeing of our communities.

Since our last newsletter, our public consultation exercise around the future of urgent care services has come to an end and I'd like to thank everyone who has taken the time to get involved. For our first significant public consultation exercise I am really pleased with the level of engagement we have achieved. Over 700 people have voiced their opinions through surveys, public meetings and focus groups and we are using this feedback to help with the development of the specification for the new urgent care service which will launch in April 2015.

In addition to the above, we have also been undertaking a significant piece of work to refresh our five-year commissioning plan. This plan presents our priorities for the next five years in terms of how we will work towards achieving our vision of improving the health and wellbeing



*Our priorities for improving the health and wellbeing of our communities*

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How you can get involved in Planning for the Future

of our communities. Our priorities are split into three main areas and you can read more about them on page 6.

In order to share these priorities and get peoples' views on what we need to consider in terms of their delivery, we are holding a six-week initiative called 'planning for the future' which includes us getting out and about to speak with members of the public to get your views. Again, you can read more about this later in the newsletter.

Finally, I hope you will be able to join us for our first annual general meeting which is being held at Scarborough

Library on Thursday 17 July. The meeting starts at 7pm and will include a short presentation from members of the CCG Governing Body which will reflect on our progress so far and, more importantly, our plans for the future. I hope to see you there.



**Dr Phil Garnett  
Clinical Chair**

“ Over 700 people have voiced their opinions through surveys, public meetings and focus groups ”

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# Right care, first time ...update on activities



If you live in Scarborough and Ryedale you will no doubt have heard about our plans to review and improve urgent care services in the area.

Our review aims to improve the way that urgent care services are provided by creating a single, integrated urgent care service that can cater for all urgent care needs. Under our proposals, the current urgent care services in Scarborough and Ryedale would be

replaced by two new urgent care centres, with one in each locality.

We believe this proposed model will improve patient experience,

ease pressure on busy accident and emergency departments, reduce duplication, improve cost effectiveness and ensure a consistently high standard of urgent care is provided in the area.

## THE NUMBERS

724 People consulted

168 People attended meetings

1,007 unique web hits

5,000 consultation documents distributed

571 completed surveys

## Public consultation

From 6 January to 30 March 2014 we ran a public consultation giving local residents the opportunity to have their say on our proposal. The aim of our public consultation was to identify themes, ideas and concerns that would need to be considered and addressed in the development of the service specification.

We took a number of steps in order to obtain the views of the local public, which included;

- **Public meetings** – a series of public meetings were held across the Scarborough and Ryedale area, all of which were well attended.

The meetings took place at different times of the day and at weekends to encourage as many people as possible to participate.

- **Focus groups** – it's likely that we will all need to access urgent care services at some point in our lives. However, by looking at data for those who had accessed urgent care services in the past, we were able to identify specific groups of people who are more likely to access urgent care services than others. These included parents and carers of children under the age of four, young adults aged 18 to 24 and people aged 80

and over. Focus groups were subsequently held with these groups to better understand their views towards our proposals.

- **Online and paper survey** – we distributed our consultation document and survey to a number of health and community venues across the area including GP practices, libraries and community centres. The survey was also available to complete online via our website. We received a total of 571 completed surveys, which is a fantastic response and will really help us to develop a service that meets the needs of local people.



Andy Hudson (left) and Dr Peter Billingsley respond to questions at the Filey public feedback meeting

## Key themes

The next step was to compile a report which identified the main themes and issues which will be considered when preparing the specification for the new service. The key themes and issues included:

### Location

The location of the new urgent care centres is crucial. They need to be easily accessible and have free parking as most people access them by car.

### Gap in walk-in service

There should be no gap in services between existing contracts ending and the new service launching.

### Impact on other Castle Health Centre services

People were concerned about any impact on the other services provided by Castle Health Centre (such as drug and alcohol services, sexual health etc).

### Tourists

The Scarborough population increases significantly during summer months. In light of this, the new service must cater for tourists to the area.

### Why can't things stay the same?

People were generally happy with the current level of service so the new service must be of the same quality.

### Access to primary care

Patients need better access to their own GP- ie more appointments.

### Staffing

Concerns over the ability to adequately staff the new centres.

### Education

A recognition of the need to educate people about the new service once launched.

### Sharing medical information

Sharing of medical records would make getting the right care, first time, more likely.

All of the above findings will be used to shape the specification for the new service. Without these views, we couldn't be as confident that the new service will respond to peoples' needs so we are really pleased with the level of engagement we have achieved. The full consultation report, along with an 'easy read' version, are available on our website ([www.scarboroughryedaleccg.nhs.uk](http://www.scarboroughryedaleccg.nhs.uk)).

### Next steps...

The service specification is being advertised at the end of June. Healthcare providers now have the opportunity to bid to provide the service, which will be awarded at the end August 2014.

The new service provider will be announced in September 2014 when a plan for starting the new

service, ensuring that there is no gap, will be developed. The new service will launch in April 2015. We would like to thank everyone who has participated so far. Your feedback is crucial in developing a service specification that meets the needs of local people living within the Scarborough and Ryedale area. We will be sure to keep you up to date with our progress.

# Stay **healthy** this **summer**

**Summer is finally upon us! It's the time of year to enjoy outdoor activities with the family, travel, relish new experiences and revitalise after the long winter months.**

To help ensure you make the most of the good weather, here are a few tips to ensure you and your family stay fit and well this summer:

## Preventing dehydration



During the warmer months there is a greater risk of becoming dehydrated because you are more likely to lose fluid from your body through sweating.

To prevent dehydration it is important to increase your fluid intake. Drink plenty of water and avoid drinking tea, coffee and alcohol.

## Food safety

For many of us, BBQs are an enjoyable part of our summer. However, doing it safely is important to avoid food related illness and accidents around fire. When you're cooking food on a BBQ it is important to take the following steps:

- Wash hands before and after handling the food
- Preheat the coals until they are lightly coated in ash, this means they are hot enough
- Ensure frozen meat is thoroughly thawed
- Keep raw meat away from foods that are ready to eat, this includes using separate utensils for cooked and raw meat
- Ensure food is piping hot throughout before eating

To avoid accidents you should take the following precautions:

- Never leave a BBQ unattended
- Keep children and pets away from the cooking area
- Make sure your BBQ is placed on a level surface away from trees, wooden fences or plants
- Ensure the BBQ is cool before attempting to move it from the area



## Sun safety

For many of you, your summer plans will include enjoying the outdoors, relaxing on the beach and enjoying some fun in the sun.

However, it is important to remember to protect yourself from overexposure to sunlight.

Make sure you use sunscreen - the higher the sun protection factor (SPF) the greater the protection. You should also go for a sunscreen that protects against harmful UVA and UVB rays and reapply regularly, especially after bathing. Avoid exposure to the sun between 11am and 3pm and spend time in the shade where possible.





## Managing seasonal allergies

For those of you who suffer from pollen allergies, summer can be a difficult time of the year. Here are a number of steps you can take to help you:

- Plan your days out on cooler days as there is likely to be less pollen in the air. Pollen count is also likely to be high first thing in the morning and in the evening
- Wear sunglasses to stop pollen from entering your eyes
- Coat the inside of your nose with petroleum jelly, this will trap the pollen and avoid inhalation
- Avoid large areas of grass land
- Wash your hands, hair and face and change your clothing after a day outdoors
- Use medication; there is a variety of medication available to buy from your local pharmacy so make sure you stock up your medicines cabinet in readiness for the summer months. If over the counter varieties don't work for you ask your doctor for advice.

For further information on staying healthy this summer please visit; [www.nhs.uk](http://www.nhs.uk)

## Positive step for IVF

At our May Governing Body meeting held at Ryedale District Council, a discussion was held around the options for reintroducing IVF for couples in the Scarborough and Ryedale area.

IVF, which is one of several techniques available to help couples with fertility problems to have a baby, has been a hot topic in the area since the former Primary Care Trust ceased funding it in 2011 due to financial pressures. During IVF, an egg is surgically removed from the woman's ovaries and fertilised with sperm in a laboratory. The fertilised egg, now called an embryo, is then returned to the woman's womb to grow and develop.

Following a presentation from the CCG's Executive Nurse, Carrie Wollerton, the CCG Governing Body unanimously agreed that some form of IVF provision should be made available to women in the area and gave the go-ahead for a



working group to be established to further investigate options.

Carrie Wollerton said: "Due to the fact the CCG has managed to achieve its target of ending the financial year with a one percent surplus, and in line with our promise to review the commissioning position around IVF after our first year of operation, it's really encouraging that the Governing Body has supported this recommendation.

"There are various factors we must now consider in terms of reintroducing IVF, including things like the number of

cycles to commission and the criteria for who is eligible to receive them. It's important however that all these factors are considered alongside any financial implications, as well as their fit with guidance from the National Institute of Clinical Excellence (NICE)."

A preferred option for the provision of IVF will be presented and approved at the next Governing Body on 23 July 2014, with the intention for commissioning to restart during August 2014. A full description of the criteria and policy will be made available on the CCG website following this meeting.



*Our priorities for improving the health and wellbeing of our communities*

## Your chance to help shape the delivery

**Over the last couple of months we have been developing a plan for how we will work towards our vision of improving the health and wellbeing of our communities.**

To inform the development of this plan we've used a range of clinical and financial information, along with patient and stakeholder feedback obtained over the last 12 months, which has helped us identify a number of initiatives which will be delivered over the next five years.

The plan is split into the following three main priorities:

- Commission sustainable, high-quality services within the available resources (people, money and buildings)
- Create a stronger community system and integrate care across the whole health economy
- Improve health and reduce health inequalities

Dr Phil Garnett, local GP and Clinical Chair for the CCG, said: "We firmly believe that the priorities identified within this plan will help us make great strides towards improving the health and wellbeing of people living in Scarborough and Ryedale. We feel it's important for people to be aware of these priorities and have the opportunity to suggest ideas for how we can work towards achieving them.

"The advantage we have as a CCG is that we are made up of local GPs and other healthcare representatives, which means we know what opportunities there are for improvement locally and what challenges



we must overcome.

"Financially, the NHS has faced, and will continue to face, significant hurdles.

The ageing population will create extra demand for services and, because there is no extra funding available to deal with this,



Our roadshow will visit the following venues:

- Saturday 28 June 2014: Malton Market Square
- Sunday 29 June 2014: Scarborough town Centre (outside Brunswick shopping centre)
- Monday 30 June 2014: Tesco car park, Filey

The deadline for completing the survey, which can be accessed on our website ([www.scarboroughryedaleccg.nhs.uk](http://www.scarboroughryedaleccg.nhs.uk)), is Friday 1 August 2014.

## of our priorities for health services



making every effort to reduce the need for them to require treatment in hospital. Whilst a key focus of our plan is around providing better care for elderly and frail patients, we also recognise the need to improve services for younger people and to support them as much as possible to lead a healthy lifestyle. A key part of this is improving local mental health services and support as this is an area that has been somewhat overlooked in the past."

In order to share the main themes of our plan and give people the opportunity to provide feedback, we are holding a six-week initiative called 'planning for the future' (23 June to 1 August) which includes a range of ways for people to get involved.

Andy Hudson, CCG Lay Member and lead for patient involvement, said: "We are really interested to hear from people about how they think we can achieve these priorities and what issues we should

consider in doing so.

"In order to do this we are kicking-off the initiative with a roadshow that will give people the chance to chat with us about our plans and share their views via a survey. We have also produced a document called 'planning for the future' which includes a user friendly description of the three priorities contained within our plan. This document will be available from health venues across the area as well as on our website and at the roadshow."

we must look at new ways to develop services in order to create a more streamlined NHS that responds to patients' needs.

"As you will read in our plan, a key theme is about providing care in the community, closer to people's homes and



# Join The Loop – our new virtual engagement network

As an organisation that puts the needs of patients at the heart of everything it does, ensuring that people have the opportunity to have their say is something that we place great importance in.

That is why we have launched a new virtual engagement network called 'The Loop' which anyone can sign-up to in order to get involved in how local health services are commissioned.

It's up to you how much or how little you want to get involved and you can choose which specific aspects of health you are interested in. You will have the option to participate in focus groups on specific issues, attend events, complete surveys and receive updates on our progress.



It is important to note that this is a virtual group and all correspondence will be sent via email. We appreciate that not everyone has access to the internet – if that applies to you and you would still like to get involved, please contact us and we'll explain the best way to do so.

● To sign-up for The Loop, please complete the registration on our website ([www.scarboroughryedaleccg.nhs.uk](http://www.scarboroughryedaleccg.nhs.uk)).



## Date for your diary – CCG Annual General Meeting (AGM)

We hope you will be able to join us for our first annual general meeting which is being held at Scarborough Library on Thursday 17 July.

The meeting will start at 7pm and include a short presentation from members of the CCG Governing Body

reflecting on our achievements over the last 12 months and looking at what our plans are for the future.

This will include an overview of our strategic priorities which links with our 'planning for the future' initiative, which is explained in

more detail on page 5. There will also be an opportunity for you to speak with members of the CCGs and ask questions. There is no need to book your place, simply turn up on the night. Light refreshments will be provided. We look forward to seeing you there.

## Contact us

T: 01723 343 660

W: [www.scarboroughryedaleccg.nhs.uk](http://www.scarboroughryedaleccg.nhs.uk)

E: [srccg.enquiries.net](mailto:srccg.enquiries.net)



### Join us on twitter and facebook

Our facebook and twitter profiles contain the latest news about what we're up to and how you can get involved. Feel free to ask us questions and comment on our posts – we'll do our best to respond quickly!

Facebook: [www.facebook.com/srccg](http://www.facebook.com/srccg)

Twitter: [@srccg](https://twitter.com/srccg)

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