

Update: SRCCG Patient Representative Group

Meeting date: 6 June 2018

Engagement Network Group “The Loop”

The Scarborough and Ryedale virtual engagement network has had 7 new members, bringing the total to 168 members.

We continue to raise the profile of The Loop and actively encourage members to register their details, it's an opportunity to keep updated with developments and give people the opportunity to be actively involved with the CCG.

Commissioning Maze Update

The CCG continues to use the Commissioning Maze as a useful engagement tool. In April 2018, the team attended Scarborough UTC. A group of twenty seven students aged 14/15 years took part in the Commissioning Maze. This was a very successful afternoon with some valuable feedback received. This is the first opportunity the CCG has had engaging with this age group. The CCG will continue to work with Scarborough UTC and work with other age groups.

As requested a Ryedale Commissioning Maze event will take place on Wednesday 24 October 2018, at Malton Rugby Club. A pie and pea supper will be provided. Local groups will be contacted and invited to bring along a team of 5/6 members to take part in the Commissioning Maze. (Ideally, we plan to contact groups that may not have been involved previously). If members are involved in any local groups who may be interested please inform a member of the team.

360 Degree Stakeholder Survey

NHS Scarborough and Ryedale Clinical Commissioning Group (CCG) has welcomed the results of a national survey which show a high level of confidence in decision-making, leadership and engagement.

The 360 Degree survey, conducted by pollsters Ipsos Mori on behalf of NHS England, was completed by 27 key stakeholders including patient groups, local GP practices, NHS providers, other CCGs and local councils.

Among the findings:-

- 93 per cent of stakeholders rated the effectiveness of their working relationship with the CCG as very or fairly good, compared to 76 per cent nationally
- 70 per cent of stakeholders had confidence in the CCG to commission and decommission services appropriately (national average is 57 per cent)

- 89 per cent of stakeholders said there was clear and visible leadership of the CCG (compared to 69 per cent nationally) and they have confidence in the leadership to deliver on plans and priorities
- 81 per cent of respondents said they had confidence in the CCG to act on feedback it receives about quality of services (national level is 64 per cent)
- 85 per cent of stakeholders said they knew about CCG plans and priorities, compared to 78 per cent nationally), with 70 per cent saying when they had commented on those plans and priorities, their views were considered even if the CCG had not been able to act on them (national average is 53 per cent)

NHS Scarborough and Ryedale CCG Chairman, Dr Phil Garnett, said: “We rely on strong relationships with a range of health and care partners to be successful commissioners and make good decisions.

“The results of the survey show, by and large, we have those in place and we are good at working collaboratively to address local health and care challenges and engaging and communicating with patients and the public.”

GP Practice Merger (update 4 April 2018)

Four GP practices in Scarborough are set to merge on 9 April, benefiting around 30,000 patients. Belgrave, Falsgrave, Peasholm and Prospect Road surgeries will come together to launch a new partnership called Central Healthcare.

The new organisation will be headed up by six GP partners, Dr Faisal Baloch, Dr Deepankar Datt, Dr Ron Diffey, Dr Simona Gheorghiu, Dr Ruth Guest and Dr Omnia Hefni.

The four surgeries will continue to operate from their current premises and patients will still be able to see the doctor they're used to seeing, if they wish. In time, the merger will mean patients having access to more specialist care in a surgery setting which will be brought about "from enhanced training of staff and alignment of resources to better meet the needs of patients with long term conditions".

Speaking on behalf of the six partners, Dr Ruth Guest said: “This exciting merger will not just allow the four existing practices to survive, but will allow GP services to thrive. “There’s enormous pressure in primary care at the moment and if we were to continue working as we were, as small isolated practices, we would struggle to provide a high quality, responsive, and safe service to patients. “This merger gives us the opportunity to provide patients with an enhanced service which makes the best use of equipment, experience, expertise and other resources, while keeping administrative costs down. “A larger entity should also make it easier to recruit doctors and nurses, with better training and career development on offer.”

The merger of the four practices is not resulting in any redundancies. All existing staff are being retained, though some will be undertaking different roles. There will be a new website which will make it easier for patients to order medicines and manage appointments. The four existing websites will run alongside this for a short time until they are phased out.

Sally Brown, Primary Care Lead for NHS Scarborough and Ryedale Clinical Commissioning Group (CCG), said: “The merger will bring about significant benefits for patients, including greater access to different health and social care professionals. “There’s scope for more specialisms to be introduced, as well as additional clinics and appointment slots at evenings and weekends. “This is a welcome step that secures the provision of GP services in Scarborough.”

Overseas GP Recruitment

Verbal update

Extended Access to General Practice Services in Scarborough and Ryedale

Verbal update

GP On Line Services (4 April 2018)

If you are registered with a GP surgery, you can request online access to manage your appointments and repeat prescriptions 24 hours a day, seven days a week, every day of the year. It doesn't matter if your GP practice is open or closed, and it can often be more convenient than a phone call or travelling to your GP practice.

How to get access to online services

To be able to book your GP appointments and request your repeat prescriptions, you will need to ask your GP practice for a username and password for SystemOnline. SystemOnline is a free of charge service that you can use on your computer and / or download as an app for your smartphone or tablet device.

All you need to do is take a form of identification with you next time you're at your GP practice. This includes your passport, driving licence or birth certificate.

You can also request access to online services on behalf of somebody you care for, just ask your GP practice for more information.

More information about how to register for online services can be found [here](#).

Why should I request access to online services?

- save yourself a phone call – logging online to book an appointment takes just a minute

- it's easier to order your repeat prescriptions – you don't need to make a journey to your GP practice or wait on the phone, you can see which repeat prescriptions need to be ordered and only order the ones that you need
- it's more convenient for you – online services are available 24/7, every day of the year so you don't need to wait until your GP practice is open
- you can also update your personal details – including telephone numbers and email addresses to make sure that you receive reminders and information from your practice

Community Services - Humber NHS Foundation Trust

Humber NHS Foundation Trust has signed a contract with NHS Scarborough and Ryedale CCG to deliver some community-based health services in the area, following a robust and rigorous procurement process.

The contract will begin on 1 May 2018 and will cover community nursing, physiotherapy and occupational therapy, plus specialist nursing and other therapies. Continuing healthcare assessments, frailty, and elderly medicine outpatients will be delivered from next year.

The Trust says it is "delighted to have signed the contract for the delivery of community services across Scarborough and Ryedale, in partnership with a wide variety of other agencies, including Primary Care, North Yorkshire County Council and the voluntary sector".

As part of the agreement there will be a greater focus on preventing ill health and hospital admissions, closer working with GPs and with local authority partners who run social care services.

Posters and Postcards - Humber Teaching NHS Foundation Trust

Humber Teaching NHS Foundation Trust has distributed patient postcards and posters to GP Practices with details of the new Customer Access Service available via a single telephone number to access the service they require: preventive care, health promotion and well-being, planned care and intervention, rapid response, intermediate care or reablement.

Diabetes Prevention Week (20 April 2018)

Scarborough and Ryedale residents are being encouraged to eat healthy foods and be more active to reduce their risk of Type 2 diabetes, with a major programme of work to support people with diabetes now under way.

It is thought nearly 12,000 residents in Scarborough and Ryedale are currently at risk of developing Type 2 diabetes, which can lead to other serious conditions including stroke, heart disease, limb amputation, blindness and early death.

Treatment of diabetes costs the NHS more than £8 billion every year – that’s 10 per cent of the entire budget – and one in six patients in hospital has diabetes.

Around nine in 10 people with diabetes have Type 2 diabetes which is closely linked to obesity and yet is largely preventable by eating healthily, being more active and losing weight.

GPs and other healthcare professionals in Scarborough and Ryedale are using Diabetes Prevention Week (16-22 April) to encourage residents to improve their future health.

NHS Scarborough and Ryedale Clinical Commissioning Group (CCG) Clinical Lead for Diabetes, Dr Chris Ives, said: “Since 1996 the number of people with diabetes in the UK has more than doubled from 1.4 million to 3.3 million and it is estimated that 5 million people are now at risk of developing Type 2 diabetes.

“It’s a ticking timebomb for the NHS, yet Type 2 diabetes is largely preventable through lifestyle choices.”

Meanwhile, a programme of work to provide extra support to patients with diabetes is now and up and running.

NHS Scarborough and Ryedale CCG in partnership with Vale of York CCG collaborated with York Teaching Hospital NHS Foundation Trust to secure around £430,000 through NHS England’s Diabetes Transformation Fund.

One element of the programme is to review specific cohorts of patients with diabetes and offer targeted support to those people who have higher than recommended HbA1c levels, blood pressure and/or cholesterol that could lead to additional complications.

The additional support may also include a specialist GP review, psychology and social worker intervention, as well as medicines management help.