

# OUR FORWARD VIEW

# 2020

## Our review of the year and view to the future

It has been the most extraordinary year for the NHS, both here in Staffordshire and Stoke-on-Trent, and across England. Our Forward View includes information about how our six Clinical Commissioning Groups (CCGs) have performed over the last year, our priorities for the year ahead and how services will look in the future as they adapt to coronavirus (Covid-19). I talk more about this and highlight some of the work we have done with local people to redesign services in this animation.

I must firstly thank all the staff at the CCGs and GP practices for their commitment in working together to ensure our NHS coped during the pandemic. I would also like to thank our colleagues at the councils and in provider organisations for stepping up, the voluntary sector for making a difference and of course the public, carers and volunteers for following guidance and protecting the NHS.

In 2019/20, our performance against many of the NHS Constitution targets have remained a challenge nationally, but locally we have performed well. Our focus going forward will remain on improving our position against these targets. Details of our performance are on the next page or see the 'Performance Summary' section of each CCG Annual Report. The downside is we've had to spend more money than we receive to ensure our patients are kept safe and we are working hard to return to financial balance.

As lockdown is relaxed, we are taking steps to work differently in the new 'normal' NHS. This is being led by a piece of work called Restoration and Recovery – which sees partnership working across the health system to ensure we deliver priorities for the local area. Each of our three localities – the north, south west and south east – are working to ensure services are restored in the best possible way at a local level. This is supported by the Sustainability



Transformation Partnership for Staffordshire and Stoke-on-Trent, known as Together We're Better.

We've found new ways of working, some of which will improve the referral process for a particular service, be more convenient for patients, improve the effectiveness of treatments and allow us to evolve as a health and care system.

In addition to the Restoration and Recovery work, our system-wide priorities this year include ensuring older people's needs are met wherever they are and embedding care home support, helping people manage their long-term conditions (such as diabetes, heart problems and respiratory problems), recognising and improving access to mental health services as a result of coronavirus, improving children and young people's services and promoting ways for people to look after themselves – including preventing ill-health.

Through each of these priorities, it's important we listen to the needs of our patients and carers. We're working to find new ways to engage with local groups. Please keep an eye on our social media and websites for details.

**Marcus Warnes, Accountable Officer**

## Who we are

### Stoke-on-Trent CCG

295,957  
 40  
 7

### North Staffordshire CCG

218,054  
 30  
 6

### Stafford and Surrounds CCG

150,000  
 14  
 4

### East Staffordshire CCG

145,104  
 18  
 1

### Cannock Chase CCG

134,677  
 23  
 3

### South East Staffordshire and Seisdon Peninsula CCG

220,098  
 24  
 4

We serve a total population of **1,163,890** patients in Staffordshire and Stoke-on-Trent, with **149** GP practices and **25** Primary Care Networks.

### Key

- Population
- GP practices
- Primary Care Networks
- ..... North Locality
- — South West Locality
- ..... South East Locality

# How we spent our money in 2019/20

We were given a total of £1.8 billion for the year April 2019 to March 2020 to spend on 1,163,890 people. That works out at £1,580 for each person – this sounds a lot, but did you know the cost of some of the things we spend money on?

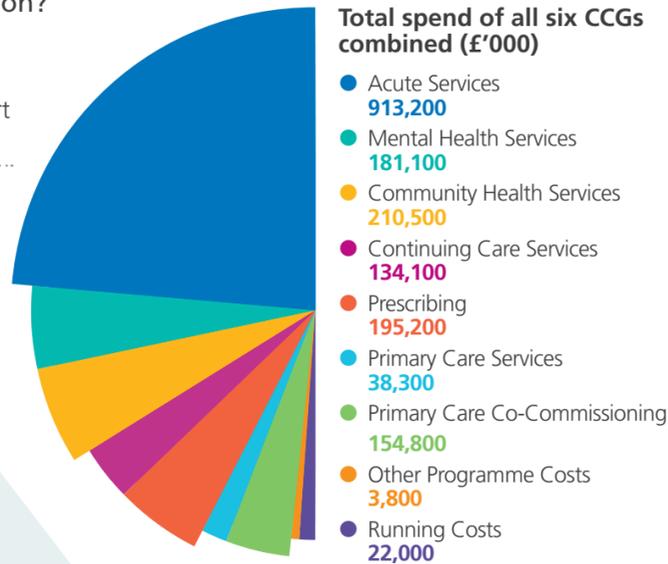
 Cost of medicines prescribed by GPs was **£190 million** – of which **£23.6 million** was spent on drugs used in diabetes and **£5.1 million** was spent on drugs for heart failure and high blood pressure

 Average cost of a visit to A&E = **£143**

 Average cost of one planned day case operation = **£654**

 Average cost of each first outpatient appointment = **£151**

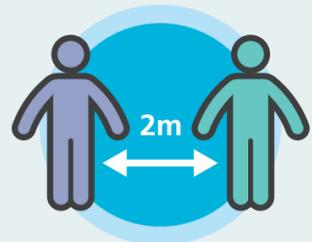
 Average cost of hip replacement = **£4,138**



## Stay safe Remember to:



**Wash your hands frequently**



**Keep 2m apart**



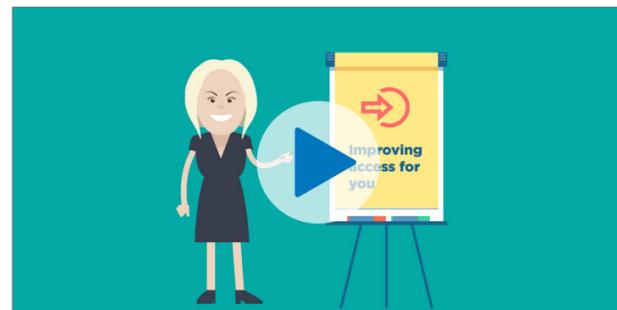
**Wear a face mask**

**I don't want to brag, but I was washing my hands before it was a thing!**



## What's been happening in primary care?

GP practices have seen a dramatic change in how services are delivered. Sarah Jeffery, Deputy Director of Primary Care and Medicines Optimisation, describes the important timing of these changes that will now stay for the long term.



**Did you know?**

**99% of our practices offer an online triage from their website.**

This allows you to enter your health concerns and symptoms, and a suitable appointment can be booked with a relevant person.

You can also book appointments, order repeat prescriptions and check your health record through the NHS App.

Check with your practice to see how you can stay connected, or visit [www.nhs.uk/apps-library/nhs-app](http://www.nhs.uk/apps-library/nhs-app)



# How we did in 2019/20

Take a look at the quality and safety of the services across the six CCGs – we've reflected on our performance against the NHS Constitution Standards.

## How we quality assure our providers

Our priority is to ensure that the care we commission is of a high quality and safe for our patients. Where performance falls below expected standards we have clear processes in place to work with the providers and ensure action is taken to either improve performance, or where this is not possible, to monitor impact in terms of harm.

## Accident and Emergency (A&E)

Across all our acute providers there were **1,060** waits over 12 hours from **1,571,385** A&E visits which equates to **0.067%**.

 Patients should be admitted, transferred or discharged within 4 hours

Our urgent care performance remains challenging for all of our acute providers – we are planning for the coming winter to ensure available capacity and beds will meet the demands for services.

## Dementia

Patients who have been formally diagnosed with dementia



Good practice and learning will be shared among the CCGs to ensure patients receive an equitable service across Staffordshire and Stoke-on-Trent.

## Cancer wait times

2-week wait – GP referral (93% target)



31-day subsequent – drugs (98% target)



2-week wait – breast



31-day subsequent – radiotherapy



31-day first definitive treatment



62-day standard – first treatment



31-day subsequent – surgery (94% target)



62-day standard – screening



Our priority is to deliver our restoration and recovery plan for elective activity to ensure patients receive the right care at the right time in the right place.

We work closely with hospitals who undertake reviews for each patient who have waited longer than expected, to make sure they have not come to harm. For example referral to treatment of more than 52 weeks and 104 day cancer waits.

We continue to learn from patient and carer feedback about services to make improvements to pathways and share good practice.

## Referral to treatment and diagnosis – commissioner view (also known as elective activity)

18 week performance



Diagnosed within 6 weeks



## Improving Access to Psychological Therapies (IAPT)

Patients accessing treatment



Patients who have finished treatment and are recovering



During coronavirus, our IAPT service continued with the use of digital appointments. We intend to continue offering digital appointments as well as face to face to suit all our patients.

We are really proud to have achieved this target, we strive to maintain this, this year.

## Other ways we ensure the quality and safety of patients:

- We regularly visit and monitor nursing homes, as well as providing support and training to them. We work closely with the local authority on improving quality and safety in the homes
- We have a specialised team who promote the safeguarding of vulnerable adults and children. They also train GPs and staff
- Our reporting systems provide early warning signs of areas that need improvement, and we share the information with the organisations involved for them to review and respond.

● Cannock Chase, ● East Staffordshire, ● North Staffordshire, ● South East Staffordshire and Seisdon Peninsula, ● Stafford and Surrounds, ● Stoke-on-Trent

😊 achieved/performed above target, 😊 close to target (within 5%), 😞 did not achieve target

If you would like more detailed information about the CCGs' performance, please download the CCGs' Annual Reports for 2019/20, which are available on each organisation's website.

# Vaccinations save lives

While coronavirus has put limitations on all our lives, it is important that you, your baby or child still have routine vaccinations. They protect against serious and potentially deadly illnesses and stop outbreaks in the community, including flu.

If you, your baby or child have an appointment for a vaccination – please make sure you attend it and stay safe outside of your home.

If you or anyone in your household have any symptoms of coronavirus, please reschedule your appointment.

Vaccinations protect you and your loved ones – check [www.nhs.uk/vaccinations](http://www.nhs.uk/vaccinations) to see if you are due any vaccinations.

## Did you know?

In 2019/20, we spent **£2.46 million** on various vaccinations and antisera – which is used to treat or provide immunity to a disease.

# Together We're Better

Together We're Better is the local Sustainability and Transformation Partnership (STP), working to transform health and care services in Staffordshire and Stoke-on-Trent. It's a partnership of all NHS and local authority organisations in the area, alongside voluntary and third sector organisations.

Last summer, we held an engagement exercise about urgent and emergency care, mental health services, integrated community care, maternity services and planned care. Through public events, roadshows, workshops and focus groups, we spoke to more than 2,000 patients, staff and members of the public. Participants were asked what is working well, what needs to be improved and what is important to them. The findings are online at: [bit.ly/ReportOfFindings](http://bit.ly/ReportOfFindings).

The next step is to work with various health and care professionals to develop proposals for service change, informed by the feedback from the engagement exercise. This work has been put on pause due to coronavirus, but we are committed to resume as soon as we can.

The engagement exercise also informed the development of the system Five Year Plan. All partners were involved in refreshing the plan's vision and priorities. Due to the pandemic the publication of the plan has been paused. A key milestone will be the evolution of the partnership to become an Integrated Care System (ICS) before the national deadline of April 2021. During 2020/21 all partners will be working together to deliver this ambition. To find out more [visit the website](#).

## Did you know?



There are lots of things you can do to help during the COVID-19 pandemic – [click here](#) to watch the animation, which is also available with British Sign Language translation.

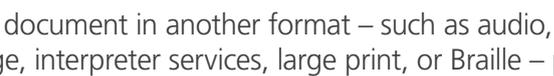
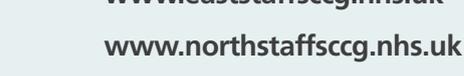
# Get involved

We really value your involvement in the planning, delivery and monitoring of our health and care services. It means we can make sure that everyone's health needs are met.

A number of our patient forums and meetings held in public (like Governing Body and Primary Care Committees) are being held virtually – to help keep you safe while still allowing you to help influence the development of services. Keep up to date by checking the CCGs' websites.

Our Local Equality Advisory Forum, made up of people from a range of minority groups, continue to advise us on new policies and proposals to ensure we are fulfilling our statutory duties under the Equality Act 2010.

Follow and like us on social media:



# Do you like to listen to podcasts?



We've been producing regular podcasts about life as a result of coronavirus – including tips for improving your mental health and wellbeing, how we set up and manage the coronavirus testing sites and a celebration for International Day of the Nurse.



Search for [@StaffsCCGs](#) on YouTube and select the playlist podcast – we'd love to hear what you think.

If you would like to receive this document in another format – such as audio, Easy Read, British Sign Language, interpreter services, large print, or Braille – please call **01785 854482** and speak to any member of the administration team, or deaf and hard of hearing patients, carers and staff can use the Next Generation Text Service: [www.ngts.org.uk](http://www.ngts.org.uk).