

# OUR FORWARD VIEW 2019



## Our annual review and look to the future

Welcome to Our Forward View, which includes information about how the clinical commissioning groups (CCGs) in Staffordshire and Stoke-on-Trent have performed over the last year, our priorities for the year ahead and how you can help us to improve health and care services locally.

The six CCGs have been working closely together this year to ensure patients receive the right care, from the right service at the right time. I'd like to thank everyone who works in the CCGs and the wider health economy for all they have achieved and for the work they continue to do every day.

We've made good progress in improving our urgent and emergency care system, especially at the University Hospitals of North Midlands (UHNM), which is now one of the most improved in the country – a tremendous achievement that has been acknowledged nationally. Performance at the Royal Wolverhampton Trust (RWT) and the University Hospitals of Derby and Burton (UHDB) is also consistently good, which is helping to improve the lives of our patients.

Our performance against many of the NHS Constitution targets

has been good, especially around dementia care, primary care, access to psychological therapies and cancer performance in the east of Staffordshire. UHNM is also now one of the highest achieving trusts for cancer targets, which has resulted in Staffordshire receiving additional funding through the West Midlands Cancer Alliance and significant improvements have been made and maintained at UHDB.

By the end of the financial year, we were reporting that no patients were waiting longer than 52 weeks for planned care - this is health and care services that are arranged in advance, usually following a referral from a GP. Waiting list sizes were also smaller in March 2019 than they were last year.

The downside to some of this is that we've had to spend more money than we receive to keep patients safe and make sure that they receive the treatment they need, which has

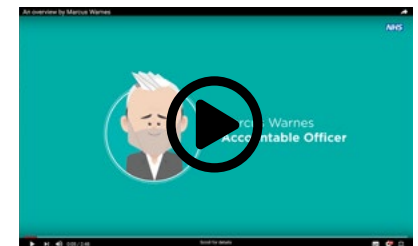
contributed to a deterioration in our financial position and meant we missed our financial deficit control total. We're working hard with our partners to return to financial balance without compromising the quality of care you receive, but this will take several years to achieve.

### Looking ahead to 2019/20

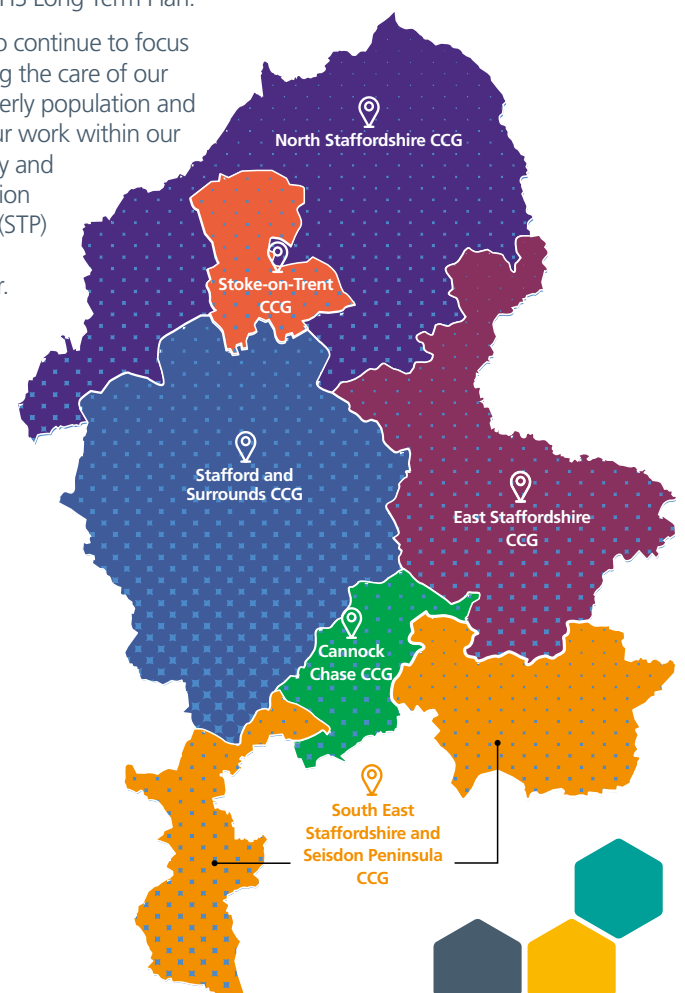
We are prioritising working more efficiently and reducing duplication. Part of this will include the CCGs working towards becoming strategic commissioners within an Integrated Care System for the whole of Staffordshire and Stoke-on-Trent. This is in line with the ambitions set out in the NHS Long Term Plan.

Our aim is to continue to focus on improving the care of our growing elderly population and of course our work within our Sustainability and Transformation Partnership (STP) – Together We're Better.

You'll see a number of opportunities to get involved in shaping the future of health and care services this year, so please do share your views to help us to have a positive impact on services and outcomes over the next few years.



**Marcus Warnes** - Accountable Officer, Staffordshire and Stoke-on-Trent CCGs



### Who we are

**1,157,340**  
residents/patients





**152**  
GP practices





# How we did in 2018/19


A look at the quality and safety of the services across the six clinical commissioning groups against the NHS Constitution Standards:

 Accident & Emergency Provider - overall performance	University Hospital of North Midlands	University Hospitals of Derby and Burton	Royal Wolverhampton	Dudley Group	University Hospitals Birmingham and Heart of England	Walsall Healthcare
Patients should be admitted, transferred or discharged within 4 hours <b>(95% target)</b>	83.30%	85.70%	91.10%	84.00%	76.70%	81.30%
Count of 12 hour 'Trolley Breaches'	3	33	6	32	9	0
<b>Total</b> Accident & Emergency visit count	<b>263,897</b>	<b>286,304</b>	<b>240,694</b>	<b>174,606</b>	<b>408,345</b>	<b>118,180</b>
<b>Across all stated providers</b> there were <b>83 waits over 12 hours</b> from <b>1,492,026 A&amp;E attendances</b> which equates to <b>0.006%</b> .						

	Cannock Chase	East Staffordshire	North Staffordshire	South East Staffordshire & Seisdon Peninsula	Stafford & Surrounds	Stoke-on-Trent
 Referral to treatment and diagnostics - commissioner view						
Patients should be referred for treatment within 18 weeks <b>(92% target)</b>	90.04%	91.26%	81.33%	91.32%	85.80%	80.63%
Patients should be diagnosed within 6 week <b>(99% target)</b>	98.73%	99.11%	97.94%	99.19%	99.00%	98.52%

 Cancer Wait Times						
2 week wait - GP referral <b>(93% target)</b>	86.03%	95.69%	96.26%	90.76%	93.51%	95.56%
2 week wait - breast <b>(93% target)</b>	61.90%	95.59%	95.42%	78.82%	87.76%	96.54%
31 day first definitive treatment <b>(96% target)</b>	94.77%	97.41%	97.35%	97.49%	97.89%	96.82%
31 day subsequent - surgery <b>(94% target)</b>	94.04%	97.95%	92.61%	95.91%	94.24%	93.48%
31 day subsequent - drugs <b>(98% target)</b>	100.00%	99.32%	99.28%	99.70%	99.68%	99.71%
31 day subsequent - radiotherapy <b>(94% target)</b>	88.03%	97.14%	95.70%	94.43%	95.67%	96.04%
62 day standard - first treatment <b>(85% target)</b>	68.82%	77.35%	83.00%	79.53%	79.18%	81.87%
62 day - screening <b>(90% target)</b>	92.54%	91.78%	90.67%	95.74%	85.09%	88.61%
62 day - upgrade <b>(no target)</b>	85.94%	91.53%	93.70%	85.71%	92.62%	91.06%

 Improving Access to Psychological Therapies (IAPT)						
Patients accessing treatment <b>(19% target)</b>	27.88%	21.15%	21.42%	20.04%	20.62%	18.97%
Patients who have finished treatment and are recovering <b>(50% target)</b>	55.33%	60.25%	60.25%	56.92%	53.25%	65.58%

 Dementia						
Patients who have been formally diagnosed with Dementia in March 2019 <b>(66.70% target)</b> *most recent available data	74.98%	62.85%	73.92%	64.37%	63.07%	86.71%

In England, there are **68.70%** patients with a formal diagnosis of **Dementia**.

More information about our performance can be found in the CCGs' annual reports for 2018/19 which are available on our websites.



# How does the quality team support you?

We have a dedicated team of clinical and non-clinical staff to ensure patients receive care and services that are high quality and safe. The team undertake visits with providers of services and care homes, and monitor the care being provided. They listen closely to what patients and their carers experience to ensure improvements can be made and examples of good practice can be shared.

The team also lead on transforming care for people with learning disabilities, the

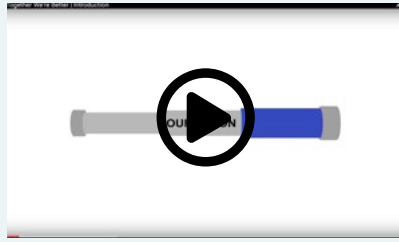
safeguarding of vulnerable adults and children and improving maternity services. You can support the maternity transformation work by applying to become a maternity champion, just email [sasot.mvp@nhs.net](mailto:sasot.mvp@nhs.net)

To find out more about our team, visit our website and watch the animation.



# Together We're Better

TOGETHER WE'RE BETTER  
Transforming health and care for Staffordshire & Stoke-on-Trent



**Together We're Better is the partnership of NHS and local government organisations that is working alongside Healthwatch and voluntary and community sector groups.**

The partnership aims to transform health and care for the people of Staffordshire and Stoke-on-Trent. We are working closely together to

ensure you have access to high quality, sustainable services.

We have been implementing plans to improve the quality of health and care that meets the needs of local people, and to reduce financial deficits.

We need to think differently and be innovative so that Staffordshire and Stoke-on-Trent becomes the healthiest place to live and work. We know this will take several years to achieve and we need to work with our patients to help shape this thinking.

We are working on a local Five Year Plan which will set out some of this work and build on the good work already happening across our health and care services.

For more information and to find out how to get involved, visit [twbstaffsandstoke.org.uk](http://twbstaffsandstoke.org.uk)



# It's not a pest, just take the test

More than one in three people will develop some form of cancer during their lifetime. We are lucky to have a range of cancer screening programmes available on the NHS to detect the cancer early and start treatment. However, there are lots of people who do not attend this vital screening.

**Screening can help detect cancer at an early stage when it's easier to treat.**

**If you are eligible you will get information through the post for these three cancer screening programmes below.**

**Cervical**  
[nhs.uk/cervical](http://nhs.uk/cervical)



25 to 49  
every 3 years  
50 to 64  
every 5 years

**Breast**  
[nhs.uk/breast](http://nhs.uk/breast)



50 to 71  
every 3 years

**Bowel**  
[nhs.uk/bowel](http://nhs.uk/bowel)



60 to 74  
every 2 years

You can also make some simple changes to your lifestyle to reduce your risk of developing cancer. For example, eating healthily, taking regular exercise and not smoking.

Macmillan Cancer Support offer a range of information including support for reducing your chances of developing cancer – visit [www.macmillan.org.uk/information-and-support](http://www.macmillan.org.uk/information-and-support).

# By keeping a selection of essential medicines at home you can:

Treat common conditions quickly

Get treatment without the need to see your doctor

Avoid wasting an appointment you might not need

**Choose self care**



# What's happening in your practice?

In general, people are living longer, and some are living with a number of conditions such as diabetes, heart disease, asthma and mental health issues. Primary Care Networks are groups of GP Practices based around a GP registered list of approximately 30,000 to 50,000 patients, bringing practices together in order to offer care on a scale which is small enough

for patients to get the continuous and personalised care they value, but large enough to be resilient, through the sharing of workforce, administration and other functions of general practice.

The benefits of these services working together are:

- longer opening hours
- sharing staff
- better access to specialist

- health professionals
- services closer to home
- ability to share information and technology.

Primary Care Networks are an important building block of developing our current community services to support better delivery of hands-on, personalised, coordinated and more joined-up health and social care.

Find out more on our websites by searching for **'Primary Care Networks'**



# What we spent in 2018/19



We were given a total of **£1,680,907,000** for the year April 2018 to March 2019 to spend on 1,157,340 people.



That works out at **£1,452 for each person** – this sounds like a lot, until you look at the costs of just some of the things we spend money on:



Cost of medicines prescribed by GPs was

**£182m**

This includes:



**£22m** for diabetes medicine



and **£22m** for respiratory medicines



Average cost of one planned day case operation = **£731**  
(there were 120,739 across the county last year)



Average cost of each first outpatient appointment = **£149**



Average cost of a visit to A&E = **£114**  
(there were 389,278 visits to A&E in the county last year)



Average cost of a hip replacement = **£6,094**



Running costs	£23,016 (1.3%)	Mental health	£176,629 (10%)
Other	£30,044 (1.7%)	Prescribing costs	£189,595 (10.8%)
Primary care services	£30,788 (1.8%)	Community services	£206,494 (11.8%)
Continuing care	£126,257 (7.2%)	Acute (hospitals)	£822,857 (46.9%)
Primary care co-commissioning	£149,961 (8.5%)		

The combined year end deficit for the six CCGs in Staffordshire and Stoke-on-Trent was **£52.979m** (Cannock Chase, East Staffordshire and Stafford & Surrounds CCGs were in surplus).

## I need some medical help – but what do I do and where do I go?



Treat minor illnesses or minor injuries yourself with a **well-stocked medicine cabinet.**



**Visit a pharmacist** when you are suffering from common health concerns. You don't need an appointment, and many pharmacies are open until late and at weekends. You can get advice from the pharmacist or buy over-the-counter medicines. If they think it's more serious, they will make sure you get the help you need. For example, they will tell you if you need to see a GP.

## Get Involved



### Join a local patient forum

Speak to your GP practice about joining the Patient Participation Group (PPG) if they have one. You can also attend one of our groups which provide a local perspective on health matters and influence the development of services.



### Local Equality Advisory Forum (LEAF)

A number of people from a range of minority groups act as critical friends on a whole range of issues. LEAF advise us on new policies and proposals to ensure we are fulfilling our statutory duties under the Equality Act 2010. If you are part of an organisation that can support us, please get in touch.



### Governing Body and Primary Care meetings

We hold our Governing Body and Primary Care Commissioning Committee meetings in public – which means you can attend to hear what's happening and ask questions.

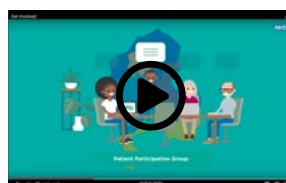


### Consultation and engagement

When we need your views on a particular project or when we undertake a public consultation, you have the chance to get involved. Go to the **'Get involved'** section of our website.



You can also contact us directly - please select the **'Contact us'** menu on our website, or call us at our headquarters in Stafford on: **01785 854482**



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Staffordshire & Stoke-on-Trent CCGs



### Still not sure? Call NHS 111

When you call 111, you will speak to a fully-trained adviser who will help you get the right medical attention, 24 hours a day, seven days a week. If needed, they will help you get to a nurse, emergency dentist or GP. They can also arrange face-to-face appointments, if appropriate, at times when your GP practice is closed.

If you need to receive this document in another format (such as audio, Easy Read, British Sign Language, interpreter services, large print, or Braille), please call **01782 298002** and speak to any member of the CCGs' administration team.

Deaf and hard of hearing patients, carers and staff can also use the Next Generation Text Service: **www.ngts.org.uk**

If you would like to find out more about any of the above, please visit our websites, which are:

[www.cannockchaseccg.nhs.uk](http://www.cannockchaseccg.nhs.uk)  
[www.eaststaffsccg.nhs.uk](http://www.eaststaffsccg.nhs.uk)

[www.northstaffsccg.nhs.uk](http://www.northstaffsccg.nhs.uk)  
[www.sesandspccg.nhs.uk](http://www.sesandspccg.nhs.uk)

[www.staffordsurroundsccg.nhs.uk](http://www.staffordsurroundsccg.nhs.uk)  
[www.stokeccg.nhs.uk](http://www.stokeccg.nhs.uk)