Welcome to the June 2014 edition of South Norfolk CCG’s newsletter!

As the summer approaches, there are numerous health and social care campaigns aimed at raising awareness of a range of needs and conditions – this gives Primary Care and commissioners focus on the issues that patients and the public live with every day.

Next week is Carer’s Week, and I’m delighted that Costessey Carer’s Group is leading the Carer’s Quest campaign in Norfolk via an Event on June 10th. This will be a great forum for local people to find out about what support is available to carers, and publicise the great work that is being done. Keep an eye on the Carer’s Council newsletters for what is happening locally in the future.

Finally, it is fantastic to hear about the experienced career of Carol Cole, a Practice Nurse at Long Stratton Medical Partnership, who is retiring this year. You can read Carol’s story below, and I would encourage other Practices who are celebrating long-serving members of their teams to let us know!

Ann Donkin, Chief Officer

Commissioning Clinical Workstream Updates

Updates this month from South Norfolk CCG’s clinical and commissioning leads and respective workstreams. Further information can be found in the CCG’s Member’s website

Unplanned Care  Governing Body Clinical Leads: Dr Keeva Rogers / Jim Barker

■ Urgent Care Unit (UCU)

Discussions have been held at the Unplanned Care Network on the 4th June around the continuation, and service structure of a Primary Care Urgent Care Unit at the NNUHFT following the pilot that was conducted over Winter.

If you would like to know more about this, please contact Jim Barker – jim.barker@nhs.net

■ Urgent Care Network

The Urgent Care Network have also considered the continuation of the following services trialled over the Winter period:

- Hospital Ambulance Liaison Officer (HALO), delivered by EEAST – Promotes a quicker ambulance turnaround and handover, as well as more efficient flow; decrease in lost ambulance time which can be correlated to breaches and demand
- Inpatient Discharge Coordinator, delivered by NCH&C - Benefit seen from a reduction of bed days lost due to delays and improved flow across community wards
- Therapy and Bed Management Service across Procured and Spot Purchased Beds, delivered by NCH&C, which has also seen greatly improved flow in these facilities
- Home Based Therapy, delivered by the NNUH – a benefit has been seen through helping to manage Delayed Transfers of Care (DTOC) and avoiding readmission post-discharge

If you have had any experience of Patients within these services we would really like to hear from you, please contact either Dr Keeva Rogers (keeva.rogers@nhs.net) or Jim Barker (jim.barker@nhs.net)
**Planned Care**

**GB Clinical Leads:** Dr Dustyn Saint / Jim Barker & Lay Member Secondary Care Doctor Nicola Trepte

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**Ophthalmology**

The demand for eye care is set to increase significantly as the population ages, and it is estimated that 1 out of 10 of all outpatient appointments in England are for eye conditions. 28% of first outpatient appointments take place in Ophthalmology departments and 7 – 8% of all operations are for eye surgery.

In a first step to manage this demand, NHS South Norfolk CCG is bringing together clinicians and commissioning representatives from Norfolk CCGs to commission a pilot with Optometrists to provide pre and post-operative cataract assessment in the community with the aim of fully tendering these services from June 2015.

The Level 1 and Level 2 Glaucoma contracts (LESs) have been extended and will also be tendered with a contract commencement date of June 2015.

Please contact anne.moates@nhs.net for further details.

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**Musculoskeletal (MSK) Review Group**

The MSK review group has a remit to review musculoskeletal services in Norfolk and brings together clinicians and commissioner colleagues from South Norfolk, North Norfolk, Norwich CCGs and Public Health. The MSK work currently being undertaken by the CCG i.e. pathway review / redesign for upper and lower limbs, spinal pain pathway and Clinical Threshold review work will feed into this group.

Please contact anne.moates@nhs.net for further details.

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**Patient Choice**

The CCG has been working on a number of initiatives to raise awareness of services available to practices and members of the public. These initiatives include the publication of the Patient Choice spreadsheet which is presented monthly at locality meetings and is also uploaded fortnightly on the Member’s Area of our website.

Earlier in the year practices also took advantage of the free Choose and Book training which was extremely well received. Benefits of this initiative include:

- Increase in patient choice
- Providing care closer to home
- Reducing waiting times
- Improving patient outcomes
- Encouraging innovation
- Achieving a significant cost saving

Please contact anne.moates@nhs.net for further details.
Wellbeing Service

Katy James, Chartered Psychologist and Clinical Service Lead with the NSFT Wellbeing Service (South and West Norfolk), is exploring ways to make psychological therapy more accessible to patients in South Norfolk and to develop stronger working relationships with GP surgeries. Parish Fields, Poringland, East Harling and Kenninghall, Heathgate, Wymondham, Church Hill, Pulham Market and others are thanked for supporting this initiative.

Current ideas for improving access for patients include NSFT funding Practices to invite patients on their depression register to attend a locally run Wellbeing taster session, and arranging group CBT sessions in GP surgeries.

Katy hopes to work with more practices and is seeking ideas to help further develop this. For example, surgeries may want to target specific groups, such as patients with insomnia/using sedatives, or may have a local pharmacist/health visitor/etc. who wishes to champion referrals from allied health professionals.

For more information and to discuss your ideas, contact Katy on 01553 736347 or katy.james@nsft.nhs.uk

Dementia Friends Training

Practices may be interested in publicising and involving their Patient Participation Groups in Dementia Friends training, nationally led by the Alzheimer’s Society.

Sessions are organised and held all over the County, and Public Health Norfolk is happy to provide bespoke information sessions for your group.

For more information on upcoming sessions, see the Norfolk’s Living Well website, or email healthycommunities@norfolk.gov.uk for more details.

End of Life Care Strategy

In the coming weeks NHS South Norfolk CCG will be looking at end-of-life care practice in residential and nursing homes within South Norfolk.

Recognising some of the excellent care delivered by many care homes, this work will develop ways to implement the Six-Steps programme into all South Norfolk care homes and aims to improve the end of life experience for patients and their carers, helping to avoid inappropriate admissions to secondary care and allowing patients to die in the place of their choice. This runs alongside and links closely with the work being carried out on the CCG’s ambition for end of life and palliative care in our region.

The Out of Hospital commissioning team would welcome any comments from members regarding their experiences, positive or negative, of patients receiving end of life and palliative care in residential and nursing care homes.

If you would like to send us your comments or require any further information please contact Hannah Martin at hannah.martin@nhs.net.
Position Vacancy: Assistant Director of Primary Care

NHS South Norfolk CCG would welcome applications for the post of Assistant Director Primary Care. The postholder will be required to lead on setting the strategic vision of the CCG in relation to primary care, both as provider and commissioner of services.

The postholder will be expected to translate the aspirations of the CCG and the functions as set by NHS England into a practical programme of delivery; clinically led and informed by the CCG membership and the residents of South Norfolk.

Demonstrable and lengthy experience of operating at a strategic level within an NHS commissioning environment is required. Applicants will be expected to evidence delivery across all aspects of the commissioning cycle. Confirmation will be sought of past achievement of national dictate, within an environment of financial rigor, with a clear focus on quality and patient safety.

The role is a full time substantive post, based at Lakeside 400, Broadland Business Park, Thorpe St Andrew, Norwich.

Applications should be submitted online at NHS Jobs. Interested parties are asked to submit applications by close of play Friday 27th June 2014.
Summary Care Records - HSCIC Questionnaire

Practices across Norfolk have been working with HSCIC in developing and uploading Summary Care Records. Dr Robert Jeeves MRCGP, SCR Primary Care Clinical Lead at HSCIC, would like to share the following feedback:

Following a recent HSCIC questionnaire about the usefulness of this information, the most responses in the whole of the country were received from Norfolk practices.

Practices have fed back with comments such as:

- “The main advantage is being able to view a patient’s current medication. This is particularly useful for those people who come on holiday and forget/run out of their regular medication, which happens surprisingly often!”
- “Huge advantage - gives you essential information when you need it”
- “Means the hundreds of patients who holiday and forget their meds are seen and sorted quicker, it also cuts out a lot of the I don’t know the name it’s a small white pill”

HSCIC have said “the Norfolk practices can rightly be very satisfied. They are definitely at the leading edge of using SCR information to inform better patient care - by getting the most out of SCR viewing in general practice - ground-breaking.”

Dr Jeeves is now hoping to work with some of the practices to develop clinical use cases i.e. how SCR is helping our practice to deliver better care for our temporary patients.

Carol Cole - 45 Years of Nursing Experience

Carol Cole (nee Sadgrove) is retiring from her role as Practice Nurse at Long Stratton Medical Partnership after 45 years of nursing experience in Norfolk.

Carol started training in 1966 at the United Norwich Hospitals, which covered the old Norfolk and Norwich Hospital, West Norwich Hospital (now the Community Hospital), and the Jenny Lind Hospital for Children (now the site of Priscilla Bacon Lodge).

Carol became a State Registered Nurse in 1969, with her speciality as a Theatre Nurse, and also worked at St Helens House in Bishopgate, Norwich. She joined Mulbarton Surgery as a Practice Nurse in 1988 before starting at Long Stratton in 1992.

Everyone would like to thank Carol for her service and experience over her career, and wish her the very best retirement!

Help celebrate the launch of Diss as a Dementia Friendly Community

On the evening of Tuesday 24 June, the town of Diss will officially launch its Dementia Friendly Community Project.

The launch follows four months of planning involving Age UK Norfolk working with a group of Diss residents, the Diss Dementia Friendly Community Steering group, to support the town to become a Dementia Friendly Community.

This is the third Dementia Friendly Community initiative in Norfolk, the first being the launch of Wymondham’s in September last year, and is part of a drive to make Norfolk a Dementia Friendly county.

The aim of Dementia Friendly Community projects is to unite the whole community in raising awareness and understanding of dementia so that people living with dementia and their carers are able to access the social life, businesses and amenities in their community and to live independently in their own homes longer.

The event is by invitation only. If you would like to attend, please contact Jo Mountjoy-Dixon to receive your invite on 01603 785232 or email joanne.mountjoy-dixon@ageuknorfolk.org.uk
NHS East of England Strategic Clinical Networks - Cancer

NHS East of England Strategic Clinical Network on Cancer has produced two resources that will be of interest to Practices in South Norfolk, available on the CCG’s Member’s Area website:

- A range of links and information sources for Primary Care on Cancer
- Cancer Indicator Trends Analysis 2010-2013 – South Norfolk Practice Level Indicators

Research Champion Report – Wymondham Medical Practice

Dr Stephen Thurston

While acknowledging the time constraints in General Practice, there is a potential for research to be done in almost all GP surgeries.

Many Practices across South Norfolk have seen a decrease in Practice income; however, one area for expansion may be to get involved in research in Primary Care. There are several available research projects that could offer a new income stream while at the same time provide important clinical insight into national research initiatives.

Sometimes the ‘fear of the unknown’ of going into research seems a big step for a Practice to commit to, but there can be a gentle introduction into research to see what effects it may have on your day-to-day operations.

Some research projects may involve the collating of data, which can possibly be done by your Administration Team alongside the input from an interested GP. For example, a benefit from the Garfield study - looking at patients recently diagnosed with AF and their management - fitted in well with our QOF work. Garfield is an observational study of AF patients and is now regarded as a definitive resource for stroke prevention in AF for both patients and clinicians. The success of this study means it has now been rolled out globally.

Practices in South Norfolk have a dedicated team of Support Research Nurses available at NHS South Norfolk CCG and lots of help from the Primary Care Research Network to get you started.

If your Practice is interested in getting involved in research projects, contact Heather Leishman for more information: h.leishman@nhs.net

Learning Disability Week - 16th - 20th June

Mencap is leading the nationwide Learning Disability Week campaign, which runs between 16th – 20th June 2014. The Mencap website has a range of resources and information for Practices and local people to get involved in the awareness and celebration week.

Norfolk County Council is also holding a Celebration Event at Chapelfield Plain in Norwich on Saturday 21st June, 10.30am – 1pm – more information on the NCC website and via an invitation on the CCG Member’s Area website.

New Newsletters and Updates this month:

- HealthWatch Norfolk – June 2014
- Knowledge Anglia – Updates and Information June 2014
- Carer’s Council Newsletter – June 2014
- NEL CSU – NICE Quarterly Briefing