

STAKEHOLDER NEWSLETTER



August 2017

Blackburn with Darwen CCG News

Dr Chris Clayton, Clinical Chief Officer leaving

Dr Chris Clayton, Clinical Chief Officer at the CCG has announced he is leaving the CCG to take up the offer of a new position as Accountable Officer (Chief Executive) of the four CCGs in Derbyshire. This represents a substantial opportunity for Dr Clayton and is a testament to the work undertaken across Blackburn with Darwen in general practice, integrated neighbourhoods, partnership working and the CCG's approach to financial recovery. A leaving date has not yet been confirmed.

Annual General Meeting (AGM) and Governing Body

The CCG's AGM is on Wednesday 6 September starting at noon, followed by the usual Governing Body meeting at 1.30pm. It is being held in Rooms 1 and 2, Blackburn Central Library, Town Hall Street, Blackburn, BB2 1AG.

Graham Burgess, CCG Chair, said: "The AGM gives us the opportunity to reflect on our work over the past year. Once again, this year has been a challenging one for us; we have had to make some significant changes and some extremely tough decisions under difficult circumstances.

You are welcome to attend but if you are thinking of attending we would very much appreciate prior notice to ensure there is enough room. You can do this by emailing Pauline Milligan at Pauline.Milligan@blackburnwithdarwenccg.nhs.uk or ringing on 01254 282000.

Blackburn with Darwen GP practice manager who puts ‘heart and soul’ into practice awarded top spot

A Blackburn with Darwen GP practice manager has been awarded top spot in industry magazine Practice in Management list of the country’s most inspiring practice managers.

Ann Neville, practice manager at Darwen Healthcare, has been in her role for just three years yet in that time has resolved major problems with patient access introducing more flexibility in appointment structures to meet patient needs, brought in a more practical system for home visits and created a risk register to give preventative advice to patients who might develop diabetes.



As well as being rated as an ‘outstanding’ practice by the Care Quality Commission, Ann and the practice were finalists in three categories in the prestigious General Practice Awards 2016; Practice Manager of the Year, Nursing Team of the Year, and Diabetes Team of the Year.

These awards are dedicated to recognising, highlighting, and rewarding the hard work and innovation that gets carried out every day in surgeries up and down the UK in order to deliver the best possible care to patients.

Children’s Flu Vaccination Campaign

The CCG has developed a local campaign to encourage parents to protect their children from flu and make sure they are vaccinated. Flu can be a very unpleasant illness in children and cause complications which may mean they need to go to hospital for treatment. As well as the vaccine protecting children, it means the infection is less able to spread and so it helps to protect their brothers and sisters, and other family members and friends, especially older, vulnerable ones.

You will shortly see this campaign (please see the following images) advertised across bus shelters and billboards in the area.

We have a number of these posters available (A4) as well as other materials. If you could help us promote this via your own contacts and newsletter that would be much appreciated. If you would like any of the resources, please let us know on communications@blackburnwithdarwenccg.nhs.uk or ring 01254 282000.



It's Free, Safe & Painless



It's Free, Safe & Painless



Local and National Health News

Spotlight on A&E

Healthwatch Blackburn with Darwen are to embark on an exciting new project, gathering the views & experiences of those residents visiting A&E at Royal Blackburn Teaching Hospital. The project will seek to understand resident's expectations & discover what their journey is like from admission through to discharge. Along with this Healthwatch will uncover the reasons why people chose to attend A&E & identify if more could be done in the community to prevent admissions.

Project Manager Ben Pearson said 'Given the ongoing pressures in A&E there has never been a more vital time to ensure residents have the opportunity to feedback on their experiences, which will ultimately influence change now & for the future. We have set up a task group which will meet regulatory throughout the project & are keen to have residents with recent experience of A&E join the group to have oversight of the project.'

Healthwatch will be based in A&E on a weekly basis until the end of January, along with engaging with residents out in the community. Amplify, Healthwatch BwD's young person's project will be delivering a project alongside this to ensure children & young people are given the opportunity to have their voices heard on their A&E experiences.

If you have recently visited A&E & wish to feedback on your experience please contact Healthwatch BwD on 01254 296080 or email info@healthwatchbwd.co.uk

Health secretary warned again over hospital access to GP records

Jeremy Hunt has been warned for a second time about the potential harm to patients caused by the lack of patient record sharing in the NHS.

Assistant coroner for inner north London, Richard Brittain, sent a report to the health secretary warning "future deaths could occur [if] further action is not taken to facilitate secondary care access to GP records".

Doctors at the Royal Free could not access a patient's GP record.

The latest report, sent on 15 May, was written following the death of Steven Leven, who died at North Middlesex University Hospital Trust in December while undergoing surgery to treat a brain haemorrhage.

The report said Mr Leven was admitted to the emergency department for a large brain haemorrhage, but the neurosurgeon treating him could not access his GP records and was not alerted to the fact that he was being treated for haemophilia at Royal Free Hospital London Foundation Trust.

Healthier Lancashire and South Cumbria

Lancashire and South Cumbria to benefit from multi-million-pound investment in NHS transformation projects

Health Secretary Jeremy Hunt and NHS England boss Simon Stevens have announced £325m of capital investment for local projects that will help the NHS to modernise and transform care for patients.

Speaking at the King's Fund, Mr Hunt and Mr Stevens gave the green light to local capital investment schemes in 15 areas of the country, including Lancashire and South Cumbria where:

- East Lancashire Hospitals NHS Trust will receive £5m - £10m to develop A&E services.
- £5m - £10m of the new capital funding has been earmarked to be used to modernise mental health inpatient services.

Dr Amanda Doyle, GP and Sustainability and Transformation Partnership (STP) Lead for Lancashire and South Cumbria, said: "For our STP to be awarded this funding demonstrates the strength of the partnerships developing across Lancashire and South Cumbria. This investment will support us to make faster progress on modernising mental health services and improving A&E facilities which will help to improve lives for people across our region."

This initial tranche of funding has been targeted at the strongest and most advanced STPs. All plans have been developed locally.

The funding was secured in the Budget in March when the government also committed to make further capital investment available in the forthcoming Autumn Budget.

Health Secretary Jeremy Hunt said: "This funding will support strong local plans to help the NHS modernise and transform care for patients.

"A measure of success of these transformation partnerships is that people can see and feel improvements being made in their local area - there are already excellent examples of this across the country and this money will allow them to go further and faster."

NHS England Chief Executive Simon Stevens said: "Today we're firing the starting gun on the first wave of major service upgrades and care redesign which will benefit people living in counties, towns and cities across England.

"For patients it'll mean easier GP appointments, modern A&Es, and better cancer and mental health care. For staff, we're putting our money where our mouth is in backing these practical plans developed by doctors, nurses and local NHS leaders. This is the first down payment of much needed investment in modern equipment and NHS facilities, with more promised in the Autumn and beyond.

"Today is proof positive that when you back the NHS with investment, both patients and taxpayers see the practical benefits."

10,000 patients from more than 30 surgeries sign up to use GP online services



Pictured: staff from Richmond Hill Medical Centre in Colne, which has played a successful part in the new project

An exciting digital initiative taking place across Lancashire and South Cumbria has so far seen over 10,000 patients from more than 30 surgeries signing up to use GP online services.

The Primary Care Transformation Project is part of a wider programme supporting GP Practices across the region to improve services for local people.

The team behind the project have worked with GPs, practice managers, PPG members and patients to promote the use of online services including ordering repeat prescriptions and booking GP appointments from the comfort of homes and on mobile devices.

Free support offered to practices has come in the form of a 'bundle of technology' which includes help with using apps, improving online services available from practices, advice on setting up and maintaining official Facebook pages and bespoke and very localised PR campaigns to promote online services and support.

The team have also assisted PPG groups with holding sessions in surgery waiting rooms to inform and assist patients with the online signing up process.

Declan Hadley, Digital Lead for Healthier Lancashire and South Cumbria, said: "This is an exciting and very important project and I'm delighted with these results so far. If people register online they can order their repeat prescriptions or book their forward appointments whenever it suits them 24 hours a day. It's a really good investment of their time; it's so easy and so straightforward and saves all the hassle of having to make a telephone call and wait in queues.

"We are excited to work with even more practices across Lancashire and South Cumbria as the project continues."

This project is being delivered by Healthier Lancashire and South Cumbria, which is the sustainability and transformation partnership for the region. In Lancashire and South Cumbria, the partnership is about NHS, council and community organisations working together more closely than we have before to improve outcomes and care for local people, manage pressures on services and make best use of the growth in our financial resources.

Get Involved

Local people are invited to get involved in helping to provide services that are fit for now and the future.

Attend one of the upcoming events for members of the public:

- **Thursday 7th September 2017 - 11pm - 1pm:** Drop in session at Chorley Town Hall
- **Thursday 7th September 2017 - 1pm - 3pm:** Joint Committee of Clinical Commissioning Groups - held in public ([for details click here](#))
- **Tuesday 12th September 2017 - 6pm to 8pm:** Understanding change in health and care - hosted by Healthwatch Lancashire at St. Ambrose Church in Leyland
- **Tuesday 26th September 2017 - 6pm to 8pm:** Understanding change in health and care - hosted by Healthwatch Blackpool at South Shore Community Centre
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For more information about events in your area visit www.healthierlsc.co.uk