

STAKEHOLDER NEWSLETTER



July 2017

Blackburn with Darwen CCG News

Overall patient satisfaction with GP practices in East Lancashire and Blackburn with Darwen

Results of the latest national GP survey show that patients in East Lancashire and Blackburn with Darwen are on average happy with their overall experience of their GP practice.

The GP Patient Survey which is carried out independently by Ipsos MORI for NHS England every year is designed to give patients the opportunity to feed back about their experiences of their GP surgery. The survey asks patients about their experiences of their GP surgery and other local NHS services. The survey includes questions about a range of issues, such as how easy or difficult it is to make an appointment at the surgery, satisfaction with opening hours, the quality of care received from your GP and practice nurses, amongst other things.

Dr Phil Huxley, a GP in Earby and Chair at NHS East Lancashire Clinical Commissioning Group (CCG), said: "Primary care is the cornerstone of the NHS. Approximately 90% of patient contact with the NHS contact is with local GPs who provide a vital, frontline service for patients.

"These are really positive and encouraging results and I would like to thank all of our GP colleagues across the two CCG areas for their hard work particularly given the increasing demand on their practices and the pressure they experience as GPs.

“The CCG is committed to investing directly in supporting primary care and having listened to our member GPs we have invested almost £2.5million over the last three years, to support patients with non-medical community support provided by over 400 community groups across East Lancashire. This has given patients another source of support, and in turn has contributed to easing the demand on.

“Whilst we are glad that our patients are telling us that they are very happy with certain aspects of their GP service, we are committed to improving our GP services even further and finding out what isn’t working as well and how we can make things better for patients.”

The results indicate that on the majority of levels overall satisfaction is high and better than the national average when compared with other areas. For example, in Blackburn with Darwen 71% of patients found it easy to get through to someone at their GP surgery on the phone compared to 68% nationally. In East Lancashire, 78% of patients were satisfied with the hours their GP surgery was open compared to 76% nationally.

Darwen GP and Clinical Chief Officer at NHS Blackburn with Darwen CCG, Dr Chris Clayton, said: “The CCGs both work very closely with their respective member GP practices and do support them to work more collaboratively with other GP colleagues. Not only do we support the practices by helping improve their workforce, we have expanded our training programme for all members of GP staff and reduced the level of bureaucracy by improving our reporting system which does help to increase the time available to patients.

“In addition, through our local agreements the CCG is continuing to invest an additional £2m locally in order to improve quality and access to GP services.”

The full results for each of the CCGs can be accessed on the GP Patient Survey website at: <https://www.gp-patient.co.uk/slidepacks2017>

Over 200,000 people across Lancashire and South Cumbria set to benefit as clinical pharmacists join general practice teams

Last month NHS England announced the wave two sites in Lancashire and South Cumbria identified to roll out the clinical pharmacists in general practice pilot.

Clinical pharmacists work as part of the surgery team to resolve day-to-day medicine issues and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medications and better access to health checks.

NHS Morecambe Bay CCG and NHS Blackburn with Darwen CCG have 28 practices within them who are part of the pilot.

In Blackburn with Darwen, there are 16 sites:

- Brownhill Surgery
- Darwen Healthcare
- Darwen Health link
- Witton Medical centre
- Limefield Surgery
- Shifa Surgery
- Brookhouse Medical Centre
- Little Harwood

- Redlam Surgery
- Family Practice Barbara Castle Way
- The Cornerstone Practice
- St Georges Surgery
- Bentham Road Health Centre
- Waterside Drive
- Roman Road
- Primrose Bank Medical

Fast track cancer doc wins senior veterans title at NHS Triathlon

Local Cancer GP, Dr Neil Smith, has won his age group category in the NHS triathlon championships, which took place on Saturday 17th June.

He completed the 400m swim; 10 mile bike and 3 mile run in a time of 57 minutes and 5 seconds to take the senior veterans title.

Dr Smith has been a GP at Oakenhurst Medical Practice in Blackburn for 22 years and also works as stadium doctor for Blackburn Rovers. He is the cancer lead for Blackburn with Darwen and East Lancashire Clinical Commissioning Groups (CCGs).

He and his team have recently won many accolades for their work including a North West NHS Leadership Award and the Health Service Journal National Patient Safety Award for their work in improving cancer services in East Lancashire. More recently, the team has been shortlisted for the national Healthcare Transformation Award.

7-day access to GP services

Did you know we have extra GP appointments available to book in the evenings and at weekends?

Pre-bookable and same day appointments are available 364 days a year (excluding Christmas Day) 7 days a week (subject to availability). We have now provided additional appointments extra to what your GP provides during normal opening hours.

Additional appointments are available:

- Monday to Friday 4pm – 9pm
- Saturday and Sunday 8.45am – 2.30pm

These appointments are available by contacting your own GP surgery. Your appointment may not be with your own GP and you may be seen in an alternative surgery.

Proposals to restrict prescribing medicines for minor conditions

From 3 July 2017, the CCG approved restricting the prescribing of treatments and medicines for short-term, minor conditions.

You can find the outcome of the public engagement that was carried out on our website at <http://www.blackburnwithdarwenccg.nhs.uk/get-involved/archived-consultation/proposals-stop-prescribing-medicines-minor-conditions/>

Self-care

Self-care is when people manage simple, short-term conditions themselves, e.g. sore throats and colds, meaning they only visit the GP when they need to. It gives people greater control of their own health and encourages healthy behaviours that help prevent ill health in the long-term.

People have a responsibility to protect their own health, choosing appropriate treatments and managing long-term conditions. In many cases people can take care of their minor ailments, reducing the number of GP consultations and allowing GPs to focus on caring for more poorly patients, such as those with co-morbidities (more than one illness), the very young and elderly, managing long-term conditions and providing new services.

A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.

We have developed a number of patient leaflets on a range of minor short-term ailments which are available to download from our website at <http://www.blackburnwithdarwenccg.nhs.uk/health/self-care/>

These are:

- Antihistamines
- Athletes Foot
- Conjunctivitis
- Cough medicines
- Cradle Cap
- Decongestants
- Diarrhoea
- Ear wax
- Emollients
- Fungal nail infections
- Head lice
- Health supplements
- Indigestion
- Insect bites and stings
- Sore throat
- Sun screen and sun safety
- Teething
- Warts and verrucae

There is lots of information on [NHS Choices](#) website about hundreds more conditions.

You might notice some differences in what your GP prescribes for you

We recently consulted with you, our patients, about some of the things we prescribe. As a result of the feedback we received we are making some changes.

From 3 July 2017 we will:

Restrict the prescribing of medicines and treatments which are available to buy over the counter for minor ailments and short-term, self-limiting conditions. These include:



Headlice treatment
Painkillers for minor aches and pains



Moisturisers and sun creams
Antihistamine treatments



Indigestion remedies for occasional use
Tonics, health supplements and vitamins

For more information please ask at reception for a leaflet or visit the NHS Choices website www.nhs.uk for more information on self-care.

Local and National Health News

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."

Patients set to benefit from expansion of the diabetes prevention programme

The head of NHS England, Simon Stevens, has announced 13 new areas, including Lancashire and South Cumbria, are now live and ready to offer a leading NHS prevention programme to patients identified at risk of developing Type 2 diabetes.

Wave 2 of the Healthier You: NHS Diabetes Prevention Programme is part of a wider package of measures to support people with diabetes and those on the cusp of it, to stay fit, well and prevent further deterioration. People from Lancashire and South Cumbria referred by their GP on to the programme — which will be delivered locally by Reed Momenta, a national provider of lifestyle and wellbeing programmes — will get tailored, personalised help to reduce their risk.

This will include education on healthy eating and lifestyle choices, reducing weight through bespoke physical exercise programmes and portion control, which together have been proven to reduce the risk of developing the disease.

The programme, which is run collaboratively by NHS England, Public Health England and Diabetes UK, was officially launched last year, with the first wave made up of 27 areas and covering 26 million people — almost half of the country.

The latest national figures reveal the programme is making good progress, with just under 50,000 people referred in Wave 1 and more than 18,000 on the programme in at the end of April. This exceeds the original target set in the NHS Mandate of 10,000 referrals during 2017/18.

Wave 2 areas will cover another 25% of the population, with an estimated 130,000 referrals and up to 50,000 additional places made available thanks to the expansion. Funding has also been agreed for another 12 months in the 27 sites currently up and running.

The ambition is for the programme to eventually cover the whole of the country and these figures could rise to as many as 200,000 referrals and more than 80,000 people on programmes by 2018/19.

Mental health staff recruitment plan for England

Thousands more mental health workers are to be recruited by the NHS in England, the health secretary has said.

The aim is to recruit enough nurses, therapists and consultants to treat an extra one million patients by 2020-21.

The government said an extra £1bn already promised for mental health services in England would fund the scheme - part of a pot of £1.3bn committed in 2016 to transform provision. These plans set out how some of that money will be spent - mostly on recruiting staff, with the main focus being on child and adolescent mental health services, therapists delivering talking therapies for adults and nurses working in crisis care.

The plans also include improving staff training, encouraging those who have left the profession to return, and addressing a high dropout rate among trainees. The plans include:

- 2,000 more nurses, consultants and therapist posts in child and adolescent mental health services
- 2,900 additional therapists and health professionals supporting adult talking therapies
- 4,800 additional posts for nurses and therapists working in crisis care settings
- more mental health support for women around the time they give birth and early intervention teams working with people at risk of psychosis

Mr Hunt said: "We want people with mental health conditions to receive better treatment, and part of that means having the right NHS staff. We know we need to do much more to attract, retain and support the mental health workforce of the future - today is the first step to address this historic imbalance in workforce planning."

Mr Hunt said the measures were "ambitious" and amounted to "one of the biggest expansions of mental health services in Europe".

Healthier Lancashire and South Cumbria

Information about Healthier Lancashire and South Cumbria, the name for the Sustainability and Transformation Partnership (STP) for the region, is now available on a new website www.healthierlsc.co.uk

In March, NHS England announced that moving forward Sustainability and Transformation Partnerships will have the role to oversee the delivery of the NHS Five Year Forward View and key national priorities.

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.

Through effective partnerships in Lancashire and South Cumbria we are working to invest in health and deliver high quality healthcare. Organisations are involved in improvements that need to happen across the whole region and are working to develop local plans in five areas. These are the Fylde coast, Pennine Lancashire, Central Lancashire, West Lancashire and Morecambe Bay. An easy to understand guide has been published to explain how NHS, council and community organisations are working together to improve health and care for local people. This is available at www.healthierlsc.co.uk/resources/read-our-plain-english-guide

For more information about the Sustainability and Transformation draft plan which was published in November 2016 visit <http://www.healthierlsc.co.uk/about/stp>

For more information about the partnership visit www.healthierlsc.co.uk or follow @HealthierLSC on Twitter.

Local Delivery Partnerships

This STP is made up of local partnerships across five areas: Central Lancashire, West Lancashire, Pennine Lancashire, Fylde Coast and Morecambe Bay.

Together A Healthier Future is a programme to improve our health and care system in Pennine Lancashire, which is made up of East Lancashire and Blackburn with Darwen.

To find out more about the Local Delivery Plan for Pennine, visit www.togetherahealthierfuture.org.uk