

# Slough Health Matters

2017/18



**NHS**

**Slough  
Clinical Commissioning Group**

Working together locally to deliver sustainable excellence in healthcare

## Welcome - Introduction from the clinical chair

**I am delighted to report that during this year we have been assessed as an 'Outstanding' CCG by NHS England – for the second year running.**



Our move to create one CCG for East Berkshire has been designed to reap the benefits of working collaboratively as one organisation,

whilst keeping a local focus. We have a strong commitment to maintaining our engagement with local people, member practices, Slough Borough Council and other local organisations.

We have improved the quality of services available to our population

and within the available financial envelope.

The CCG's partnership working with others has always been strong. Over the past year this has developed further as part of the Frimley Health and Care System, considered one of the most successful partnerships in the country.

This past year has brought a greater GP focus on patients with several long term health conditions or other complexities, to keep them well outside hospital and, less likely to need an emergency admission.

The CCG has worked with practices to make High Impact Changes for Primary Care a reality. This has resulted in a greater variety of health

professionals within the general practice team e.g. paramedics and pharmacists, 7 day access being provided and a pilot to provide online access to patient records.

In line with our population needs, we have significantly increased the number of people identified as having hypertension and atrial fibrillation – two important factors in causing stroke. The number of people having a stroke has also reduced over the last year. The CCG also successfully transferred the hyper-acute and acute stroke service to High Wycombe where our patients now receive faster access to essential treatment.

Underpinning much of this work has been the development of our Connected Care programme. This

programme has allowed community nurses access to patients' records so that they have information readily available when they visit patients at home, access to a summary care record when patients visit A&E and electronic prescribing to make the processing of prescriptions more efficient for patients, practices and pharmacies.

We will continue to 'think locally and work together' to ensure that the views and needs of our local population are taken into account in the future and that the new CCG effectively tackles the remaining challenges especially those involving health inequalities.

**Dr Jim O'Donnell**

## 2017-18 Highlights of what we have achieved

### Light Up for TB



Slough Clinical Commissioning Group (CCG), the Public Health team and Slough Borough Council supported World TB day with a series of events over two days in March held at The Curve, Montem Leisure Centre, Tesco and The Empire Cinema.

There was also a month long radio campaign on Asian Star, a local radio channel, to raise public awareness of active and sleeping tuberculosis. The CCG, in collaboration with Slough Borough Council also took part in the global initiative "Light up the World for TB" campaign and lit up in red The Curve in Slough as a key landmark to show our commitment towards ending TB.

### Community Champions help people with diabetes across Slough

Six newly recruited Community Champions are already helping to make a difference across Slough by increasing awareness, prevention and self-management of diabetes.

The Champions have been recruited as part of a community project which has been commissioned by NHS East Berkshire Clinical Commissioning Group (CCG) and is being run by Diabetes UK.

The role of a Champion is to help to educate and raise awareness of diabetes and Diabetes UK by organising local events and delivering presentations and talks.

Slough has the highest prevalence of diabetes in the South East, with 8.9% of people living with this diagnosis.

If you are interested in becoming a Champion, you can either email [communitychampions@diabetes.org.uk](mailto:communitychampions@diabetes.org.uk), call 0800 138 1639 or apply on-line at [bit.ly/CCSlough](http://bit.ly/CCSlough).



### Standing Together against Violence & Exploitation



In November, more than 250 front line practitioners and leads from across the country met to attend the East Berkshire against Violence and Exploitation conference.

The conference gave attendees the opportunity to gain insight into various complex and sensitive issues, including coercive control, child sexual exploitation, the impact of gangs and female genital mutilation.

The room heard powerful messages from survivors who bravely shared their experiences throughout the day.

The day was professionally filmed and the materials will be used for training professionals to recognise signs of child exploitation

The East Berkshire against violence and exploitation conference was organised and delivered by representatives of the East Berkshire CCG along with various partner organisations across Berkshire.

"Want to get involved?"... read the back page to find out more!



# THINKING LOCALLY...

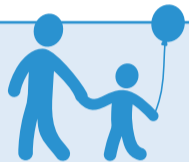
## Continued investment in local mental health care and support

The last year has seen some remarkable developments in local mental health services. A review of commissioned services saw an increase in provision of the Street Triage service, and we expanded Improved Access to Psychological Therapies (IAPT) services to support with people who have long term conditions.

The Friends in Need service which supports people who are socially isolated was also expanded and now reaches across East Berkshire.

We also supported some people with learning disabilities to move into their own homes as part of the HOLD scheme.

## Care for Children and Young People



Since 2015, the CCG has invested in more services and, as a result, our children and young people now have more support than ever before.

Among other new services, Kooth, offers online counselling for children and young people aged 11 to 19, increased funding for face to face counselling provision via Youth-Line (which offers face-to-face counselling for 11 to 25 year olds in Bracknell and Ascot) and No 22/Youth Talk which offer a similar counselling service for children aged 11 years and over in Windsor, Ascot, Maidenhead and Slough.

Autism Berkshire provides a wide range of support across East Berkshire for children and families affected by autism. An enhanced crisis support service has also been funded, which aims to provide rapid evidence based psychological support to children and young people in crisis.

We saw the launch of the Little Blue Book of Sunshine which was co-produced with young people and provided help and tips on how to deal with anxiety, stress, body image, eating problems, relationships and anger. The booklet was delivered to every secondary school in Slough, Bracknell, Ascot and Windsor for pupils aged 14 and above to keep and refer to whenever they are feeling blue.



In October, along with our partner organisations, we commissioned a survey to understand if health and community services being offered for young people were easy to use.

The survey was aimed at young people aged 11-18 across East Berkshire. We received over 960 responses in total. The information collected from this survey will help shape future services for our young people across East Berkshire.

**The Berkshire East Child and Adolescent Mental Health Service (CAMHS) transformation programme has funded for 2017/18**

Click each box for more information

<b>kooth</b> Kooth.com On-line counselling for 11-19 years (11-25 for children with special educational needs)	<b>Berkshire Healthcare NHS</b> CAMHS crisis support provided by Berkshire Health Care Foundation Trust	<b>THE LITTLE BLUE BOOK OF SUNSHINE</b> Mental Health awareness pocket booklets for children in years 9-13 across Berkshire East	<b>Parenting for special children:</b> Support for parents of children with ADHD, sleep issues, behavioural issues or autism	<b>PPeP Care (Psychological perspectives in Education &amp; Primary Care)</b> Training for anyone working with children to recognise mental health issues & how to help children and young people
<b>the autism group</b> The Autism Group Special interest social groups for CYP 11-25 years and parent support	<b>Youthline</b> Youth-Line Face to face counselling for CYP 11-25 years in Bracknell and Ascot	<b>Autism Berkshire</b> Autism Berkshire Pre-diagnostic support groups, youth clubs, home visits, National Autistic society seminars	<b>YOUTH TALK</b> Youth Talk (Windsor & Maidenhead counselling) Face to face counselling for CYP 11 years+ in Windsor, Ascot and Slough	<b>No 22 (Windsor &amp; Maidenhead counselling)</b> Face to face counselling for CYP 11 years+ Maidenhead

For further information contact Janelle Fulwood on janelle.fulwood@nhs.net

## New Thames Valley Integrated Urgent Care (IUC) Service launched

On Tuesday 5 September, a new Thames Valley IUC 111 service was launched to help people access a wide range of clinical care through a single call to ensure patients get the right care, first time.

This includes dental, pharmacy and mental health services. The service draws on the best practice of the organisations within the alliance to support patient care across the region, offering enhancements over the current 111 service.

The contract was awarded in July 2017 by an alliance of 10 Clinical Commissioning Groups across the Thames Valley area. The award followed a thorough and rigorous procurement process involving clinicians, specialists and NHS managers in the decision-making.

The new service is provided by South Central Ambulance Service NHS Foundation Trust (SCAS) in collaboration with Berkshire Healthcare NHS Foundation Trust, Oxford Health NHS Foundation Trust and Buckinghamshire Healthcare.



when it's less urgent than 999

## Technology helps to Share Your Care

Share Your Care allows the professionals involved in your care to have instant, secure access to your health and social care records giving them up to date information that would otherwise not be available, at the point of care.

Up to 800 professionals use the system a month. Access to records can only be gained after asking for the consent of the patient.

Some of the benefits being described by care professionals using the system include:

- Making them more confident in decision making as they have more relevant information about the patient



## Community service helps people at the End of Life

A service commissioned to help people receive care in their homes and to prevent unnecessary hospital admissions, during the last 12 months of their life, is growing from strength to strength.

The new 'Rapid Response Service' was launched in May 2017 by Thames Hospice which is responsible for providing the service, working alongside other providers of End of Life care such as Wexham Park Hospital, GPs, adult social care teams and district nurses.

The service includes a telephone service which provides advice and guidance to local people on the End-of-Life Care Register and their families, as well as healthcare professionals. The specialist team is available 24/7, 365 days a year, to advise on symptom control, practical advice and emotional support.

As part of the service, there is also a Rapid Response Team of registered nurses and health care assistants, ready to make urgent visits to patients. The team offers vital care and reassurance to allow people who wish to die in their homes and to avoid them going into hospital if that can be clinically avoided.

The 24/7 service continues to receive excellent feedback from families and professionals who continue to make use of it.

If you or someone you know requires support or advice on palliative or end-of-life care, please call the team on 01753 848925.

## New referral service for ophthalmology

The CCG has successfully implemented a new service for ophthalmology, which enables all referrals to be triaged to ensure patients get to the correct service. The new service is provided by Evolutio. The service started in June 2017, and has processed over 8,000 referrals.

The service enables patients to access their onward care in the most appropriate setting and ensures everyone receives a consistent service. It also allows the patients to make a choice of the provider they receive their care from, and has access to clinical advice when required.



# WORKING TOGETHER...

## Share Your Care

- Reducing the time spent requesting information from other organisations which releases more time to care for patients
- Plans have been developed to extend the use of the system, including:
- allowing out of hours clinicians to access the system as they will significantly benefit from having access to information from the GP record and
- allowing access to Frimley Health staff (particularly in the Emergency Department). The plan is also to enable, Frimley Health to provide information into the system

Further information is available at: [www.shareyourcareberkshire.org](http://www.shareyourcareberkshire.org)



Your health and social care records are now shared electronically with the professionals involved in your care.

## Extended access to GP services across East Berkshire

**Evening and weekend GP appointments continue to operate for people who find it difficult to take time off work or have other commitments during daytime hours.**

As well as some local GP practices offering Extended Hours for their patients, the CCG has commissioned additional Extended Access appointments which together provide greater availability and flexibility for people.

People can now access these additional appointments outside of normal practice hours, including some at weekends and during bank holidays. In order to access the appointments, you must be registered with a GP surgery locally. Appointments can only be made in advance through your own GP practice. You will be given the location of your appointment at the time of booking. The service cannot accept walk-in patients and appointments are for routine general practice issues only.

If urgent care is required, please call NHS111.

## Thousands more diagnosed and treated for high blood pressure across East Berkshire

**Thousands of people who were unaware that they had high blood pressure have been successfully identified following the efforts of local NHS commissioners and GP practices.**

Last year, commissioners identified that there were a large number of people living across East Berkshire with undiagnosed high blood pressure, thus not receiving any support or treatment.

Having reviewed the national picture and estimated numbers, a priority was set to increase the number of people identified with high blood pressure by 10% (Approximately 1700 people in each of the three localities).

By December 2017, this priority was not only met but exceeded as thousands of more people living locally were identified. A total of 2,300 people in Slough; 2,000 in Bracknell and Ascot and 1,800 in Windsor, Ascot and Maidenhead were found and recorded to have high blood pressure. These people went on to either receive advice about how they could lower their blood pressure, regular check-ups or medication if needed to help prevent them having a heart attack, stroke or heart failure in the future.

Local GP practices introduced new ways of identifying those with blood pressure including, blood pressure machines being introduced in waiting rooms; checks at flu clinics; promotion of NHS health checks; text messaging to patients recommending they check their blood pressure; use of waiting rooms screens to convey the importance of checking blood pressure; and use of pharmacists and physicians associates to run case finding checks.

Dr Anant Sachdev, one of the cardiology clinical leads for East Berkshire CCG said: "High blood pressure – known as hypertension – rarely has noticeable symptoms and if left untreated increases your risk of serious problems such as heart attacks, strokes and kidney failure.

"If you have high blood pressure, or it is close to 140/90mmHg, you should have it checked more regularly. Your GP or nurse will be able to tell you how often."



## £1 million to help transform care for people with Diabetes

**The Frimley Health Integrated Care System (ICS), which incorporates the three Clinical Commissioning Groups (CCGs) in East Berkshire, was awarded £1 million last year to improve care and treatment for patients with Diabetes.**



This is how the money is being spent:

- Provide patients diagnosed with diabetes with educational courses to help them better manage their own health. All newly diagnosed diabetes patients are now being referred to a new referral 'hub' which supports them in finding the most appropriate education programme. Additionally, patients who have been referred but have not accessed the programme in the past are being contacted to provide further support and guidance on what options are available.
- Support GP practices to help patients earlier through the early detection and treatment of diabetes.
- Reduce the number of foot amputations in patients with diabetes by bringing together a multidisciplinary foot care team. This team is now operational and brings together experts from different specialities to review patients with diabetes who have specific foot care issues. GPs can also refer patients who need specialist help into the service by calling a dedicated phone line
- Increase the number of Inpatient Diabetes Specialist Nurses within secondary care to support patients whilst in hospital, reducing their length of stay and helping to prevent readmission. We're currently providing a 5 day inpatient service which will be extended to 7 days later this year.

## The AIR service extends across the patch

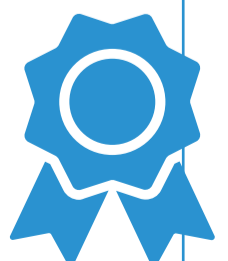
**The Adult Integrated Respiratory (AIR) Service, which launched in Windsor, Ascot and Maidenhead & Bracknell and Ascot in October 2016, extended to Slough in April 2017.**

Based in the chest clinic at King Edward VII Hospital, patients with chronic obstructive pulmonary disease, asthma, bronchiectasis interstitial lung disease, home oxygen, specialist respiratory physiotherapy and pulmonary rehabilitation needs, now have more comprehensive care.

The integrated service is delivered by a multi-disciplinary team comprising medical, nursing, physiotherapy and administrative staff, six days a week.

The aim of the service is to provide specialist respiratory care to patients in the most appropriate setting. Reducing avoidable ambulance conveyance, A&E attendance and admissions to hospital are also part of the service aims. The team also provide a comprehensive specialist respiratory physiotherapy service offering domiciliary care and pulmonary rehabilitation; including maintenance & singing classes.

The AIR team consists of staff employed by Frimley Health & Berkshire Healthcare NHS Foundation Trusts. The team has recently won the Frimley Health NHS Foundation Trust team transformation award, and has been shortlisted for the Nursing Times 'Respiratory Award' of the year. The AIR services' Consultant Nurse and clinical lead, Joanne King, won the Association of Respiratory Nurse Specialists (ARNS) 'Respiratory Nurse Leader' of the year award in May this year.



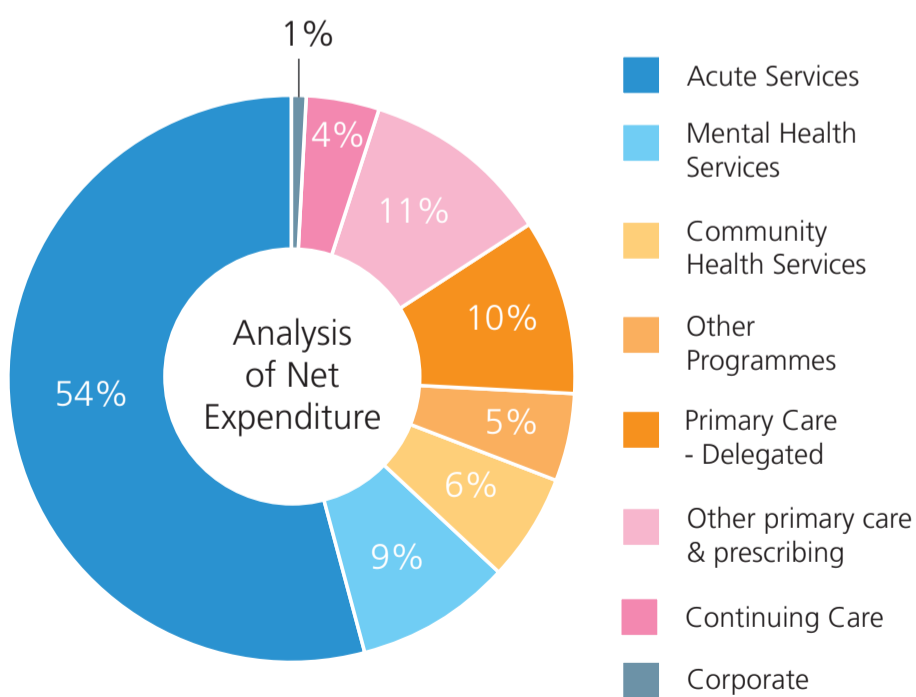
# Get involved with your local NHS

These are the various ways you can get involved in shaping your local NHS:

	GP Practice patient group	Your Views Matter	Patient Panel	Community Partnership Forum (CPF)
<b>What is it?</b>	Volunteers who support the improvement of their GP practice and enable the patient voice to be heard.	Online survey and consultation website where you can have your say	A network of volunteers interested in supporting and influencing local NHS projects.	A public forum which brings together community and patient representatives across east Berkshire to share information, discuss and influence issues relevant to local health
<b>Who can join?</b>	<b>Anyone</b> can join at their registered practice	<b>Anyone</b>	<b>Anyone</b> - you may be a patient, carer, member of staff or someone interested in the specific project area.	<b>Anyone</b>
<b>What difference can I make?</b>	Improve patient experience and share health messages with patients.	You can choose what to participate in. All feedback is taken seriously and helps inform the way forward.	Your experience, knowledge and feedback are critical for influencing the way projects develop.	Your experience and feedback will help to influence and shape the way your local healthcare is delivered
<b>How much time must I commit?</b>	This can vary but usually is not hugely time intensive.	This depends on what you choose to be involved in.	Each project has a specific timeframe and frequency may vary. Some groups function virtually.	The meeting takes place bi-monthly and lasts for approximately two hours. The location changes each time
<b>How can I join?</b>	Speak to your GP practice reception staff	Visit: <a href="https://your-voice-matters.eastberkshireccg.nhs.uk/">https://your-voice-matters.eastberkshireccg.nhs.uk/</a>	Visit: <a href="http://www.eastberkshireccg.nhs.uk/">www.eastberkshireccg.nhs.uk/</a>	Visit: <a href="http://www.eastberkshireccg.nhs.uk/">www.eastberkshireccg.nhs.uk/</a>

Find out more by visiting our website: [www.eastberkshireccg.nhs.uk](http://www.eastberkshireccg.nhs.uk)

## Slough CCG 2017/18 Analysis of net expenditure



We serve a population of **159,913**



The CCG spent **£203.6m**

Equivalent to **£1,273** for every person registered with our practices

**£109m** is spent on acute hospital services:

- **£85m** Frimley Health NHS Foundation Trust
- **£5.3m** for Royal Berkshire



**£24.8m** spent on community and mental health services with Berkshire Healthcare NHS Foundation Trust

**£17.7m** prescribing spend

