

Year in Review

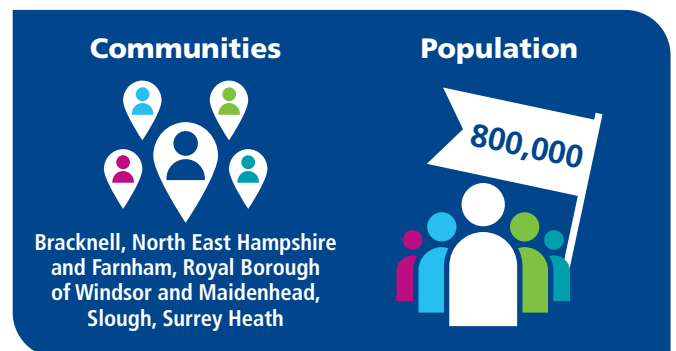
2020-2021

This year across the Frimley Clinical Commissioning Group (CCG) area, your health and care services have made remarkable progress to respond to the Covid-19 pandemic. Unprecedented levels of rapid, large-scale changes have been made to service prioritisation and delivery, to maintain patient and staff safety and to ensure services have enough capacity to give residents the care they need.

During this challenging period, our population has continued to be able to access GP services and we have maintained essential hospital services, such as cancer and mental health/learning disability care. This has been achieved through: strong partnerships across health and care organisations; the hard work, professionalism and commitment of staff, and; the sacrifices and co-operation of our local communities.

We have been repeatedly tested during the pandemic, yet we are confident the progress we have made as part of the Frimley Health and Care Integrated Care System (ICS) has put us in a strong position to meet future challenges and respond effectively, in an integrated way. A number of positives have been achieved in a short period: traditional models of health care have swiftly modernised in response to Covid-19, based on the needs of individuals and rapid adoption of technology. We need to keep working with local people to ensure such benefits develop and improve further during the coming year.

In 2020/21, we worked as the Frimley Collaborative, representing our communities through North East Hampshire and Farnham, East Berkshire and Surrey Heath CCGs. All three organisations received 'Outstanding' ratings from NHS England.



The collaboration grew stronger as we merged to form Frimley CCG, on 1st April 2021.

I have become Accountable Officer for the new Frimley CCG, at a time of huge opportunity. We look toward the Government's plans for Integrated Care Systems, after the Health and Care bill set out how Integrated Care Systems will become statutory organisations in 2022. I look forward working more closely with our partners on Frimley's plans for rapid transformation for our 800,000 residents.

2020-2021 was another year of success, with standout projects that will make a real difference to local people's lives, health and wellbeing, with tailored services being designed to meet local needs. The Covid-19 vaccination programme has strengthened connections between partner organisations, particularly in local government, with tangible benefits within our population.

By working with individuals, neighbourhoods, our five places, the system as a whole and across broader boundaries, we have an exciting opportunity to re-shape what we do and together positively impact the lives of local people now and in the future.



Fiona Edwards
Accountable Officer Frimley CCG
Chief Executive Frimley Health
and Care ICS

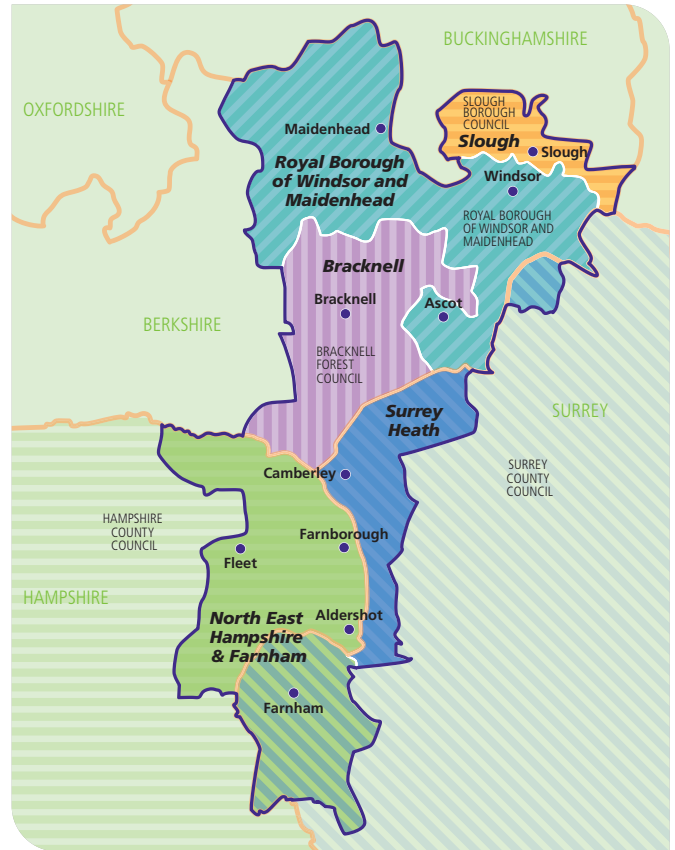
To find out more about and to get involved in our work across, visit: www.frimleyhealthandcare.org.uk/get-involved and follow us on @Frimley_CCG or @NHSFrimleyCCG

Working together for and with our communities

Frimley Health and Care ICS brings together the local organisations involved in planning, buying and providing health and care services to you and your family. As NHS, social care and voluntary service organisations we work together, alongside our local communities, to ensure that we are focused on the things that matter most to help us to all live healthier lives.

Our key ambitions are:

- That everyone gets the best start in life, from healthy pregnancies and beyond
- That everyone has the opportunity to live well in healthier communities, no matter where in our system you call home
- That we will listen and co-design Community Deals because we know that working with local people provides better solutions
- That we will come together to encourage an inclusive, empowered and inspirational culture across our workforce
- That we will work in partnership to encourage and build collaboration, ensuring local people have the chance to contribute
- That we will offer the best possible care, treatment and support, where it is most needed, in the most affordable ways, using the best available evidence.



Achievements this year

Outstanding Ratings

During 2020/21 all three CCGs in the Frimley Collaborative were rated Outstanding by NHS England. To put the achievement in perspective, only 22 CCGs out of the 191 nationwide achieved this top rating. We're proud to say this was the fourth consecutive year that we had managed this.

This is not something we have done, or could ever do, alone. It's a testament to the support and the hard work of local people, of Primary Care, our many other providers and our key partners and stakeholders in the NHS, local authorities and voluntary sectors.



Met our financial targets

All three CCGs met their financial targets. The CCG budgets for 2020/21 were:

East Berkshire
£680.2m,
working out
at £1,437 per
person

**North East
Hampshire
and Farnham**
£357.9m,
working out
as £1,589 per
person



Surrey Heath
£150.9m,
working out
as £1,509 per
person

With ever-increasing demand and more challenging circumstances we must continue to innovate and explore different options to deliver more for local people while meeting our financial obligations.

Achievements this year

Enhanced Health in Care Homes (EHCH)

Among our population, care home residents have some of the most complex health needs. Despite the excellent work that homes deliver, residents can experience variable access to health care, resulting in high rates of unscheduled hospital admissions. The EHCH programme aims to ensure people living in care homes receive the same level of support as if they were living in their own home. The programme involves care homes in Bracknell Forest working directly with integrated community health, care and wellbeing services to provide their residents with 'wraparound' care.



Adult community services

In April 2020, a new service was launched, bringing joined-up care closer to home for the 321,000 residents of North East Hampshire and Farnham and Surrey Heath, thanks to a unique £85 million adult community health services contract.

The five-year partnership between the CCG, Frimley Health NHS Foundation Trust and Virgin Care, is enabling key health services, including nursing, speech and language and community hospital inpatient services, to link closely to primary care (GP) services while being organised around local communities.



Britwell Health Hub

The CCG is working with Slough Borough Council and Avenue Medical Centre to extend and revamp the Britwell Centre in Slough, to create a state-of-the-art medical facility for local people.

The new hub will provide a home for the GP practice, as well as new health services currently provided at local hospitals and by community health services. The hub, based in one of the area's most deprived communities, aims to reduce the population's health inequalities and to address the high prevalence of long-term conditions. It will also include offer access to counselling services, voluntary sector support and the Job Centre.

To find out more, visit:

www.frimleyccg.nhs.uk/news/news-slough



Farnborough Centre for Health

The new centre has transformed local healthcare facilities since its launch in October 2020. Serving as a base not only for a merged GP practice and its urgent care service, but also the Farnborough integrated care team, local community nursing, midwifery and mental health counselling services, the newly-refurbished building has inspired fresh ways of working and creation of new roles within the teams to deliver the NHS Long Term plan – is a joint collaboration with the CCG and Rushmoor Borough Council.

The creation of the centre was only made possible through a groundbreaking partnership between the CCG and Rushmoor Borough Council.



Achievements this year

RBWM Together – Community support during the pandemic



During the pandemic more than 750 people in the Royal Borough volunteered to do their bit to support the response, offering support to their fellow residents in a range of ways, including reducing loneliness and social isolation.

RBWM Together supported groups to come together to find out what matters most to their communities and what could be done to help. The Royal Borough and Frimley CCG committed to working together to engage with local people and the voluntary sector and to supporting GP surgeries and Primary Care Networks to do the same. For more information, visit: rbwmtogether.rbwm.gov.uk/hub-page/community-engagement

Supporting Slough's homeless people and those seeking asylum



The primary care sector in Slough has been supporting the area's rough sleepers, particularly since January 2019, when an impact assessment was carried out to look at the needs of vulnerable groups.

A similar approach as was adopted during the pandemic in relation to newly-arrived migrants seeking asylum as they were temporarily housed in a local hotel. The CCG worked with partners to ensure new arrivals were registered with a GP practice and that health checks were provided to identify any underlying conditions. The Community Mental Health Team provided mental health support and liaised with safeguarding teams over any concerns.

Wellbeing support

The Wellbeing Service is a team of support workers who help people with practical, situational and social issues, including concerns over housing, money, alcohol and drug misuse, gambling, student stress and general wellness (exercise and healthy eating.) The service also provides wellbeing support for sleep, stress, resilience and lack of motivation.

The team offers phone and online support as well as signposting and advocacy for further services, as well as referral into mental health support. It can also provide workshops on a range of topics.



Developing modern, fit for purpose GP surgeries

Over the last year we have seen two GP surgeries relocate to the fully refurbished Brook House building, which is part of the new Heatherwood Hospital complex in Ascot. Green Meadows Surgery and Ascot Medical Centre now have modern premises and more space to provide services to patients.

A revised planning application has now been submitted for the Sunningdale Health Hub that will bring together Magnolia House Surgery and Kings Corner Surgery on a single site and within a new, purpose-built building, together with wider community and mental health care

services for the whole of the Ascot community. The plans have been revised significantly to take account of changes to ways of working during the pandemic, while the opportunity was also taken to appoint new architects and take a fresh approach to the design of the building, resulting in new and exciting plans. If the application is successful, patients, carers and staff will all benefit from modern healthcare facilities that meet current standards and provide a significantly enhanced environment.



Covid vaccination programme

Vaccination sites

The CCG and Primary Care Networks have worked with GP practices, local authorities and private companies to secure venues suitable for the largest ever vaccination programme in the country's history.

As a result Frimley CCG residents have been receiving their jabs at vaccination centres in sports halls, in theatres, in mosques, a town hall, a racecourse, hospitals and in a mobile vaccination unit.



Supporting the Nepali community

Early in the pandemic members of the Nepali community were identified as being at increased risk from Covid-19, and a range of partners across Rushmoor came together to set up regular partnership meetings with influential Nepali leaders. Important health information and advice was given to the leaders to support them in helping local Nepali people, and they were able to provide insights and feedback from their community. This included both infection prevention advice and also information on the importance of vaccination, with staff at Aldershot's Cambridge Practice creating a video in Nepali regarding the importance of receiving the vaccine.

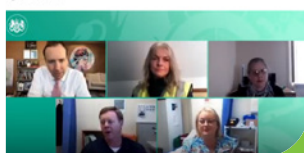
Local practices and the council of voluntary service also worked to ensure that either Nepali-speaking staff or volunteers were available on vaccination days and that practices had information in Nepali for those receiving a vaccination.



High praise for Yateley

The vaccination team in Yateley was praised by the Prime Minister for its performance, as well as receiving a congratulatory phone call from the Duke of Cambridge and a video call from the Secretary of State for Health and Social Care.

Department of Health and Social Care @DHSCgovuk Jan 29
Earlier this week, @Matthancock heard from members of staff at Yateley Primary Care Network, who have given #COVID19 vaccinations to 98% of their patients aged 80 and over 🙌
@NEHRCGS



Supporting communities in Slough

Across Slough, voluntary and community organisations joined with wider partners to form One Slough. Through this group, we could listen to and respond to questions and concerns people had about Covid-19 vaccination. In this way we increased vaccination uptake in areas of greater hesitancy and among people not registered with a GP practice. Health checks were also offered at some vaccination clinics. Across Slough, Solutions4Health was commissioned to run a mobile vaccination service, using a bus to visit areas of health inequality to make having the vaccine easier. Vaccinations were also provided to staff and asylum seekers at a Slough hotel, with printed information provided in relevant languages, and translation services provided at the vaccination sessions.



Accessible information

Important vaccine information was included on the Frimley Health and Care Integrated Care System website in different formats, including Easy Read, British Sign Language and Nepali.

Gypsy Roma Traveller engagement event

This event was held at Ash Vale GP Practice to try to allay the fears of this community about having the COVID-19 jab. Members of the GRT community were vaccinated at the site, both first and second vaccinations were issued. Dr Clare Lindfield & Practice Nurse Karen Hanmore, on hand to give vaccinations and answer any questions. This event was a success for those people in the community who would not have attended the Lakeside Vaccination Centre.

