



Newcastle Gateshead
Clinical Commissioning Group



Annual report summary

2017-18

Transforming lives together



Overview

NHS Newcastle Gateshead Clinical Commissioning Group (CCG) is the statutory health body responsible for planning and buying (commissioning) local NHS care and services to meet the needs of the local community.

Our membership consists of 63 GP practices and we are responsible for a population of approximately half a million people across Newcastle and Gateshead.

Our vision

Our vision is to transform lives together by prioritising:

- **Involvement:** of people in our communities and providers to get the best understanding of issues and opportunities
- **Experience:** people-centred services that are some of the best in the country
- **Outcome:** focusing on preventing illness and reducing inequalities



Commissioning priorities

Our major areas of focus for 2017/18 were:

- Mental health services
- Urgent and Emergency Care Strategy
- Care homes vanguard
- Implementation of the General Practice Forward View
- New models of health and care

Engaging people and communities

Public engagement is key to the CCGs work, and helps to inform all of our decisions.

During the past year, the CCG has been assessed as 'good' by NHS England for our work to encourage patient and public participation.

In March, our Executive Committee agreed a new structure for our stakeholder engagement to help bring together patients and organisations from across Newcastle and Gateshead.

The new structure includes three dedicated forums:

- Patient, public and carer engagement forum – where patients and carers can share their views with the CCG and influence the decisions we make
- Involvement forum – which ensures that the opinion of patients, carers and

- Community forum – which brings together professionals representing groups from minority communities, to have a say in our commissioning decisions

In our work, we engage with a wide range of community, voluntary and patient participation groups. Activities include:

- Meetings of the patient, public care and involvement forum
- Patient representatives taking part in the commissioner visit programme
- Involvement contracts with Involve North East, the Health and Race Equality Forum (HAREF) and Deaflink
- Focus groups, which can be carried out by local community and voluntary organisations with their communities
- Themed events or meetings, such as urgent care listening events and Deciding Together, Delivering Together mental health events
- Working closely with Healthwatch in Newcastle and Gateshead



Key activities and public and patient involvement

Deciding Together, Delivering Together

Our award-winning Deciding Together, Delivering Together Transformation Programme process asked people who use specialist mental health services, their families, carers, mental health professionals and service providers for their views on improving the way specialist adult mental health services are arranged in Gateshead and Newcastle.



To help us to ensure that the redesign work was comprehensive, we extended the programme to look at:

- Older people's mental health services in Gateshead
- Voluntary sector mental health services, and the wider community and voluntary sector
- Social care and other local authority services
- Link to GP services
- Link to employment and housing

Over the year we held four week-long workshops, with more than 70 people taking part to help us to better understand community mental health services. This

was supplemented by 'fringe events' supported by Healthwatch to enable wider engagement.

Enhanced Health in Care Homes - (Gateshead and Newcastle vanguard)

As one of only six care home vanguards in the national New Models of Care programme, Newcastle Gateshead is at the forefront of work to improve health in care homes.



Recently described as 'phenomenal' by the national lead for Enhanced Health in Care Homes, Newcastle Gateshead has emerged as the highest performing vanguard in the programme with these achievements:

- 9% decrease in 999 calls resulting in conveyance to hospital, and an overall decrease in the number of 999 calls
- 35% decrease in non-elective admissions for urine infection
- 17% decrease in non-elective admissions for chest infections
- 26% decrease in oral nutritional supplement prescribing (15,000 fewer prescriptions)
- 11% increase in the number of patients dying in their place of choice.

The Little Orange Book

The Little Orange Book continues to help parents of under-fives with practical information about common childhood conditions.



The book helps parents and carers to recognise and then respond appropriately to a range of diseases, illness and conditions as well as helping parents identify the most appropriate service or clinician should they need further support.

The booklet is distributed across Newcastle and Gateshead through health visitors to pregnant women, through baby and toddler health visitor clinics, schools, children centres, pharmacists and GP surgeries.

A review of the Little Orange Book gathered views from more than 200 parents and carers in Newcastle and Gateshead, as well as 142 health professionals. This showed strong support for the book as a way to support parents and carers in dealing with their children's illnesses, and recommended that it continues to be distributed across Newcastle and Gateshead.

We aim for each household to have a copy, with 70,000 copies distributed so far.

Working with schools

We have carried out awareness-raising assemblies for local year 9 students, helping to explain how GPs and school nurses can support their health and wellbeing, as well as how to make an appointment and access confidential help from their GP.

Diabetes education

This year we expanded and improved the education service available for people with type 2 diabetes.

The service has provided us with more capacity to work with people diagnosed with type 2 diabetes so that they can learn more about their condition and provide them with the confidence to manage their condition at home by making educated lifestyle choices, including a healthy diet, regular exercise and monitoring their blood sugar levels

Urgent care

With demand for urgent care services growing and with increasing confusion on which services are available in Newcastle, it is important that people can access care from the right clinician, at the right time, in the right place.

Between November 2017 and January 2018, we carried out a listening exercise to find out about how different groups use urgent care, the accessibility of services, transport issues and ideas for the future. This work included daytime and evening events, surveys, clinical engagement, focus

groups through voluntary and community organisations with communities with protected characteristics, and online engagement.

We are now looking at the results of the exercise, which will help us to shape a series of possible scenarios for the future.

Sustainability and transformation partnerships

The NHS across the region is working together on shared plans to transform health and care in the communities we serve. In the past, organisations have each had their own plans, and they will continue to do so – but STPs are the first time shared plans have been developed across a geographical footprint.

STP footprints are not new, statutory organisations. Our STP is a way to bring people and organisations together to develop a shared plan for better health and care for our local areas.

Having a shared STP across a local community does not mean that any organisations in the partnership will lose their own autonomy or identity. But it does mean we will be working to a shared, agreed plan which addresses how we collectively improve health, care and finance for our local populations by 2021.

Northern Clinical Commissioning Group Forum

As with all CCGs in the region, we play an active role in the Northern Clinical Commissioning Group Forum. The CCGs work together to advise and make

recommendations to the CCG governing bodies to assist them in carrying out their commissioning business.

North East and North Cumbria Urgent and Emergency Care Network

The North East and North Cumbria Urgent and Emergency Care Network brings together over 30 organisations to improve the quality, safety and equity of services.

Established through the New Models of Care (vanguards) programme, the network has led on a range of innovations which have helped the region to record some of England's best A&E performance figures.

The network is focused on a three-year strategy to reduce hospital admissions and A&E attendances, make better use of GPs and pharmacists, and help patients improve their own health.

Performance targets

Each year, NHS England sets us a range of performance targets. Here we highlight our performance against the key areas:

- Met expected standard 
- Just below expected standard 

• Urgent care performance

- A&E four hour waits 
- A&E decision to admit to admission > 12 hours 

• Cancer waiting times

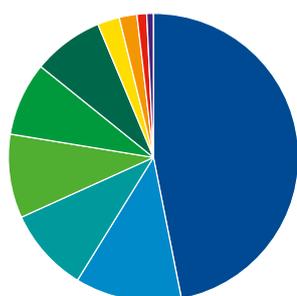
- Two week wait (2ww) all cancers 
- Two week wait (2WW) breast symptomatic 

- 31 day first treatment – all cancers **G**
- 62 day GP referral to first treatment for cancer **G**
- 31 day treatment – surgery **G**
- 31 day treatment –drugs **G**
- 31 day treatment – radiotherapy **G**
- 62 day screening to first treatment for cancer **G**

- **Improving access to psychological therapies**
 - Access **G**
 - Waiting times **G**
 - Moving to recovery **G**
- **Healthcare associated infections** **A**
- **Mixed-sex accommodation** **A**
- **Referral to treatment** **G**

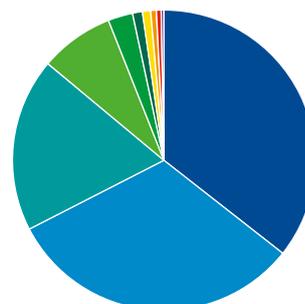
Financial performance

How the money was spent



● Acute Services	£372.8m
● Primary Care & Prescribing	£94.3m
● Continuing Healthcare & Funded Nursing Care	£74.8m
● Mental Health & Learning Disabilities Services	£74.8m
● Primary Care Co-commissioning	£65.6m
● Community Services	£62.8m
● Ambulance Services	£15.6m
● Better Care Fund	£19.5m
● Running Costs	£8.6m
● Other Services	£5.9m

Healthcare spend by provider



● Non-NHS Providers	£282.3m
● Newcastle upon Tyne Hospitals NHS Foundation Trust	£252.7m
● Gateshead Health NHS Foundation Trust	£148.5m
● Northumberland Tyne & Wear NHS Foundation Trust	£62.9m
● North East Ambulance Service Foundation Trust	£21.0m
● Other NHS Providers	£8.4m
● South Tyneside NHS Foundation Trust	£7.0m
● Northumbria Healthcare NHS Foundation Trust	£4.7m
● City Hospital Sunderland NHS Foundation Trust	£4.1m
● County Durham & Darlington NHS Foundation Trust	£2.2m

Thank you

We would like to thank all our member practices, partners, stakeholders and community groups for their input over the year. Your support is vital to everything we do and we look forward to working with you in the future.

More information

If you are interested in finding out more about NHS Newcastle Gateshead CCG or would like to view our annual report and accounts in full, please visit our website at www.newcastlegatesheadccg.nhs.uk.

Alternative formats

This document is available in large print, other formats and languages on request.

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