

# Participation Update

  
South Devon and Torbay  
Clinical Commissioning Group

15 February 2016

## Update: Commissioning latest

### **Primary care strategy: asking patients what they think**

Now that the CCG is jointly commissioning primary care, we want to know what patients think about the priorities we have set out in our strategy. To enable us to do this we have broken the strategy into the following themes:

- Encouraging people to take control of their own health
- Improving use of medicines
- The quality of locally provided general practice
- Providing primary care differently using buildings and technology
- Making sure general practice meets local needs
- How many days a week GP surgeries should be available

We are asking members of the public to tell us what is most important to them. Their views will help us clarify whether some of our assumptions are realistic and understand what we need to focus on to put the strategy into practice. The survey can be accessed via this link: <https://www.surveymonkey.co.uk/r/D5HHH2V> .

We are encouraging people to discuss it in their patient participation groups and share it with their families and friends. It should take around 15 minutes to complete it. Paper copies of the survey can be requested from [jo.curtis@nhs.net](mailto:jo.curtis@nhs.net) or 01803 652475. The more comments we receive from as wide a range of people as possible, the more helpful the feedback will be. **The survey closes on 11 March.** The primary care strategy is [here](#).

### **Public welcome at Primary Care Commissioning Committee**

Now that the CCG shares responsibility with NHS England for services that GPs provide, it has set up a monthly meeting at which relevant matters are discussed and decisions made. The group is called the Primary Care Joint Commissioning Committee, and the majority of its meeting is now held in public, meaning members of the public can attend and also submit questions in advance, to be answered on the day. To give you an idea of what is discussed; the previous meeting's agenda is attached to this email.

Meetings are all 9am-11.30am at Pomona House, Oak View Close, Torquay TQ2 7FF, to be held on the following dates:

- Thursday 03 March
- Thursday 07 April
- Thursday 05 May
- Thursday 02 June
- Thursday 07 July
- Thursday 04 August
- Thursday 01 September
- Thursday 06 October
- Thursday 03 November
- Thursday 01 December

To confirm you will be attending a meeting, and/or to submit a question, please email [katie.rooke@nhs.net](mailto:katie.rooke@nhs.net) or call 01803 652 584.

### **Community services reconfiguration consultation**

The latest stakeholder briefing on re-shaping community health services is available [here](#). This edition has details on the clinical case for change, feedback from stakeholder meetings, a summary of progress and an updated timetable. Due to the governance referendum in Torbay and the election of the Police and Crime Commissioner in Devon, we are now planning to begin a 12 week public consultation in May.

Previous briefings, as well as locality presentations, are available on our website: [www.southdevonandtorbayccg.nhs.uk/community-health-services](http://www.southdevonandtorbayccg.nhs.uk/community-health-services).

### **Vanguard funding for current financial year**

The substantial joint work undertaken across our health and social care community to develop our Urgent and Emergency Care Vanguard new care model has been rewarded with news that we are to receive more than £1million of national funding in the current financial year.

This money will be used to accelerate our Vanguard programme and follows our pre-Christmas bid for funds to support our five core workstreams: self-care; 111 and integrated urgent care services; urgent care centres; shared records; and mental health support across all aspects of the Vanguard. As time is tight, we are reviewing with our Vanguard health and social care partners how this money can best be spent before the end of the financial year.



In line with our urgent care strategy, the Vanguard's vision is that 'people with urgent but non-life threatening needs will be treated by a highly responsive service, as close to home as possible,

allowing emergency departments to concentrate on serious and life threatening conditions to maximise chance of patient survival and recovery’.

In addition to receiving this funding boost, our draft bid for funding for the next financial year, submitted last month, has been praised for its clarity in setting out what we are doing, how we going to do it, what it will cost and how it maps to national strategies.

### **Health and Wellbeing Clinic (Torbay) now open**

Devon Partnership NHS Trust’s plans to improve the quality of care it provides and increase efficiency are now taking shape in Torbay. The new clinic, located downstairs at the Haytor Unit on the Torbay Hospital site, opened on 18 January. Under its SMART Recovery programme, DPT is developing three major clinic hubs in Torbay, Exeter and Barnstaple – and Torbay is the first to open. It will be supported by the smaller satellite clinic at the Chadwell Centre in Paignton, which is due to become operational at the end of February.

Dr David Somerfield, director of operations, said: “SMART Recovery will see us make far better use of mobile technology and introduce evidence-based care pathways for the first time. Our new clinics will provide a high standard of multi-disciplinary care and later this year we will be introducing a Single Point of Access – *one number, one call* – allowing easier access to all of our services.

“In our first week, we assessed almost 50 new referrals at the Torbay Clinic and started using the new care pathways designed to give people a clear indication of their journey of care with us, from referral and assessment through to their recovery and discharge. We will continue to monitor feedback from the people who use our services, their families and their carers to ensure that we get it right.”

## Update: Announcements

### **CQC inspection underway**

The CQC’s inspection of the Torbay and South Devon Foundation Trust is currently underway. Common themes from interviews held with staff covered:

- Questions about ‘what does the ICO mean to you?’
- The culture of the Trust – whether it is open, learning and listening
- Reporting and escalating issues – from the front line through to board
- Safeguarding
- How the Trust communicates between acute and community services and commissioners, including Devon County Council
- Mandatory training – including how much staff recall and understand, and how policy is embedded in practice.

There was a week of formal inspection and this is the second of two weeks of unannounced and out-of-core-hours inspections across all the sites.

### **CQC rates RD&E as Good**

Royal Devon and Exeter NHS Foundation Trust has been given an overall rating as Good, following an inspection by the CQC. The Trust was rated as 'Outstanding' for providing services that are caring, and 'Good' for providing services that are effective, responsive and well led. While safety was rated 'Requires Improvement', urgent and emergency services and critical care at the hospital were both rated 'Outstanding'. The full report is [here](#).

### **Ratings from CQC inspection of Devon Partnership Trust**

The Care Quality Commission has rated Devon Partnership NHS Trust (DPT) as 'Good' in three of the five categories – caring, responsive and well led – although it says that DPT falls short in the categories of safe and effective, meaning that overall it 'Requires Improvement'. The CQC acknowledges that DPT has made improvements since its last inspection, but says that more needs to be done. 70 percent of the CQC ratings of DPT are 'Good' and one of them is 'Outstanding'. None of its services is rated 'Inadequate'.

Melanie Walker, DPT's chief executive, said: "Overall, the organisation's rating of 'Requires Improvement' is a fair reflection of where we were last year, but we feel confident that we are in far better shape now. The fact that almost three quarters of our service ratings were 'Good' is extremely encouraging, and our conversations with the CQC indicate that we were very close to being rated as 'Good' overall."

We are pleased that DPT has made progress in a number of areas and, together with NEW Devon CCG, will be monitoring the implementation of its action plan.

### **South West military veterans urged to share mental health experiences**

Military veterans across the South West are being asked to share their experiences of mental health services to help the NHS uncover and treat problems better. Issues such as anxiety, depression and Post-Traumatic Stress Disorder can be common among ex-forces personnel, but they continue to have a stigma attached, meaning some don't access the NHS treatment they need in civilian life. To raise awareness and improve the dedicated care available in the area, NHS England is asking local armed forces veterans and their families to complete an online survey, [here](#). The deadline is 31 March.

### **Mental Capacity Act awareness week**

Last week, Torbay and Devon care agencies raised awareness of the Mental Capacity Act, which provides protection to people who are unable to make their own decisions. This follows concerns, highlighted by a House of Lords select committee, that the Act isn't recognised widely enough by the public or indeed by many in the care profession.

Both Torbay and Devon's Safeguarding Adults Boards used the week to raise awareness of the Act and have launched nine short videos aimed at informing the public about the Act, [here](#). The videos break down the Act into small, easy to understand clips. There were also conferences held for professionals and care home managers, fact sheets sent out to carers, and a feature in the Herald Express. There's more information about the Mental Capacity Act 2005 [here](#).

## Update: Roundup

### Videos to aid patient experience

Torbay and South Devon Healthcare NHS Foundation Trust is spearheading the way healthcare professionals can use video in their treatment pathways. There are more than 200 clinician-developed videos covering 25 specialties and departments within the trust, and this is increasing as more are commissioned. The videos provide support for patients and carers, and are available to view on the trust's website [here](#).

The short videos give guidance to help patients understand their treatment programme. They can be accessed on a smart phone, tablet or computer, and there are plans to enable GPs to share the videos with patients via links on referral letters, web links within the database system, information on screens in receptions and printed materials.

### Newton Abbot practice launches campaign

Cricketfield Surgery has become the first in our CCG area to officially launch the [Hello My Name Is](#) campaign.

The campaign was set up by Dr Kate Granger, a doctor from Huddersfield who has a terminal cancer diagnosis, and aims to remind Health Care Professionals to introduce themselves to patients. The campaign has been endorsed by several senior staff at NHS England and has spread nationally across many different NHS and non-NHS organisations. A basic introduction can make a big difference. More information is [here](#).



If you'd like to talk about what this means locally, contact [samuelholden@nhs.net](mailto:samuelholden@nhs.net), CCG Patient Experience lead.

### Open day at RISE Recovery

RISE Recovery, a partnership between Addaction and EDP Drug & Alcohol Services, that provides drug and alcohol support across Devon, is holding an open day on Wednesday 24 February, 10am-2pm, at its Newton Abbot office (TQ12 1GJ). The open day is to increase awareness of the recovery services it offers the community and to give people a chance to hear from staff, volunteers and peer supporters. A buffet lunch will be provided.

The day is open to everyone – stakeholders and the wider community. If you are interested in attending, please contact [HeidiClawson@riserecovery.org.uk](mailto:HeidiClawson@riserecovery.org.uk), [SandraSpencerDunn@riserecovery.org.uk](mailto:SandraSpencerDunn@riserecovery.org.uk) or call 01626 351 144. More information about RISE Recovery is [here](#).

### Scarlett talks about Maternity Voices

Scarlett Curtis features in Healthwatch Devon's winter edition of its Voices bulletin (p5 [here](#)). She talks about the new way of communicating with people who have had recent

experiences of maternity services. Scarlett explains how the old committee format has been abandoned in favour of getting out and speaking with parents at children's centres.

### **CQC seeks views on its vision for the future**

The Care Quality Commission (CQC) is seeking views on its plans for the next five years as it develops its approach to regulation of health and social care. It sets out its vision in a consultation document, [here](#). You can give your views via [online form](#), [email](#), or [Twitter](#), using #CQCStrategy. The consultation runs until 14 March.

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## Update: Media

**BBC:** Doubts have been raised about whether England's NHS out-of-hours helpline is able to identify serious illnesses in children, after a baby in Cornwall died of blood poisoning following a chest infection, [here](#), and (**Herald Express**) the parents of South Devon toddler Sam Morrish, who died of sepsis five years ago, say lessons weren't learnt from the same mistakes which cost little William Mead his life, [here](#).

**Western Morning News:** Health ministers have pledged to "take on board" West Country MPs' calls for an ambitious anti-obesity strategy – while side-stepping the controversial issue of a sugar tax, [here](#); but Dr Sarah Wollaston, the head of Parliament's influential health select committee, has vowed to take her campaign for a sugary-drinks tax "right up to the wire", [here](#).

**BBC Devon:** Health and social care services in northern, eastern and western Devon are likely to be £442million in deficit by 2012 if nothing changes, according to a new report, [here](#).

**BBC Devon:** The head of two adult safeguarding organisations in Torbay and Devon has resigned, saying Government cuts could lead to "a serious incident or death", [here](#).

**BBC:** The biggest ever rise in public dissatisfaction with the NHS was recorded last year, according to the long-running British Social Attitudes Survey, which has been tracking satisfaction since 1983, [here](#).

**BBC:** The target for routine operations in England, such as hip and knee ops, has been missed for the first time, [here](#).

**BBC:** The Government has launched its latest attempt to improve the use of technology in the NHS in England, with the aim to create a paperless service that would be more convenient for patients and help doctors to provide faster diagnoses, [here](#).

**Herald Express:** Devon Partnership Trust has announced the closure of two of its mental health and recovery clinics in Torbay, [here](#).

**BBC:** Delays in discharging patients out of hospital after treatment could be costing the NHS in England £900million a year, an independent review by Labour peer Lord Carter has said,



[here.](#)

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<http://www.southdevonandtorbayccg.nhs.uk/get-involved/Pages/participation-update.aspx>

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- [Coastal](#)
- [Moor to Sea](#)
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**This is issue #17 of the Participation Update – 15 February 2016** If you have any questions, or would like to subscribe or unsubscribe from the distribution list, please contact [jo.curtis@nhs.net](mailto:jo.curtis@nhs.net)

