

# According to...

Members Newsletter, April 2017

## Spotlight on the Way Forward for health and care

Last month the CCG invited members of the public, Accord members and stakeholder groups to join us to discuss our plans to make local services more sustainable by exploring how we can do things differently and make sure organisations work more closely together. More than 100 people attended the day time or bite-size twilight meetings. A full report of these sessions will be available on the Accord website very soon.

The meetings featured presentations and workshops about medicines and prescriptions, thinking differently about how we use primary care (such as GPs and practice nurses); urgent care services; mental health services for children and young people, and the way forward for integrating local health and social care services. People also had an opportunity to meet staff from the new Community Dermatology Service provider Virgin Healthcare.

Participants heard about the Humber Coast and Vale Sustainability and Transformation Plan (STP); CCG local commissioning plans and the development of Together—the Accountable Care Partnership .

### What did you tell us about the meetings?

- “Definitely brought me up to date, Thank you”
- “Enjoyed the (bite-sized) meeting found it relaxed and felt able to make a comment, rather than in the daytime meeting I have attended before”
- “Too much to cover in a short time doesn't do justice to some issues.”

### Ideas to improve future sessions

- “Less being talked at with slides and more being able to discuss concepts and ideas to achieve outcomes “
- “Some feedback of things discussed at this one. Perhaps be useful to have more frequent get-together's with fewer speakers / representatives”
- “Ideas from the bottom up not the top down”
- “More specific NEL details re STP more consultation rather than just feedback on what is planned / happening”

All the comments received will be considered by the Accord Steering group to help us plan for the Accord Annual meeting which will take place on **Thursday September 14th** more details to follow.



Mark Webb, CCG Chair answers questions from members at the Way Forward event in March

# Roy Rufas-Isaacs

We are sad to report the sudden passing in December of Roy Rufus-Isaacs, our Community lead for Equality and Diversity.

Roy was one of the founder members of Accord and the Community Forum and was passionate about ensuring that all disadvantaged groups get the best possible health and social care.

He worked extremely hard to keep himself informed on national policy, legislation and NHS practice so that his contribution to the CCG was always current and forward-thinking. As well as this, he gave countless hours of his time to stimulate and participate in debates about how to get the best service for our patients and service users. He also personally visited different parts of the health and social care system as part of community teams providing oversight – most notably our care homes and our hospitals.

Roy was instrumental in helping the CCG update its policies and practice with regard to equality and diversity which culminated in the CCG winning national acclaim for its contracting and procurement practice from the Employers Network for Equality and Inclusion.

He played a vital role in the CCG's Equality Impact Assessment Panel, ensuring that services and policies had properly taken into account the needs of groups with protected characteristics and was appropriately strict with his input – he would only accept the best.

Last but by no means least, Roy's enthusiasm, energy and welcome sense of humour made him a pleasure to work with and he will be sorely missed.



## Health and Social Care Awards

The commitment and hard work of teams, organisations, and volunteers were recognised at the annual North East Lincolnshire Health and Social Care Awards ceremony in February. This was a memorable event celebrating the very best of local health and social care across 12 categories.



This year the Dignity and Inclusion Award was dedicated to the memory of Roy Rufas-Isaacs and was presented to Care Plus Group Adult Learning Disability Therapy Health Walk Team, by Roy's daughter Kaisha (*second from right*). Lisa Hilder (*far right*) the CCG Lead for Equality and Diversity who worked with Roy in his role said 'We were delighted that Kaisha and members of Roy's family joined us at the Awards ceremony in honour and celebration of their father who made such a valuable contribution to the CCG and to local health and social care services for vulnerable groups'

Click [here](#) for more information about the Awards and a full list of winners and runners up from the 12 categories.

**You Said—We Did** Accord members have told us that they want more information about the outcomes of service development plans we have shared with you at meetings, events and via Accord communications in the past. We have taken this on board and intend to include regular updates in this newsletter and in our fortnightly email news bulletins to members.

**Community Cardiology Service** We have rolled out a Community Cardiology Service, including a heart failure nurse specialist, access to echo tests and a Cardiology Consultant. This two year pilot means fewer patients have to go to hospital for their appointments which is helping people to be seen in a timely manner. The service has had very positive feedback from patients and GPs, and we are currently working with stakeholders to develop the future cardiology model, post pilot.

**Ophthalmology** We have commissioned specialist eye health providers Newmedica to support Northern Lincolnshire and Goole (NLaG) Foundation Trust to reduce the long length of time that people currently have to wait for their first Ophthalmology appointments and outpatient follow ups. This is a short term solution to increase capacity over the next year while the future model of ophthalmology services is developed with STP partners and stakeholders to ensure that a safe sustainable service is provided in the future.

### Information, Advice and Guidance

Members may recall the CCG and Council have been carrying out work to make sure local people have access to good, useful information and advice about health and social care.

We started by asking people what they thought about the information and advice that is currently available. The next part of the work has been about how we are responding to what you told us, for example, devising ways to address some of gaps you identified. Comments such as the “NHS and social care don’t talk quickly enough, often enough or at all” highlighted the need for everyone involved in health and care to be better at sharing information.

A workshop called ‘No Wrong Door’ was held to secure commitment from partners across health, social care and connected services to delivering coherent information and advice across our

area. The people who took part created a shared set of principles to ensure that wherever individuals seek assistance across the health, social care and connected system, they are given appropriate information and advice, or promptly redirected to where they can find it. These principles will be reflected in an information and advice charter which will be signed by all relevant partners. The charter will help us develop an action plan to improve the information and advice available locally. There has been a delay implementing this but progress is being made.



**Healthier You - National Diabetes Prevention Programme** Last year we were selected to be part of the first wave of the Healthier You - National Diabetes Prevention Programme and NEL CCG is leading the programme for the six CCGs and their respective local authorities across Lincolnshire. The first year has been very successful, meeting the numbers of referrals into the programme which offers support and education to people at a high risk of diabetes by helping them to make lifestyle changes to reduce their risk.

**Diabetes Education** We asked Accord Members for their views on extending Type 2 Diabetes Education and you supported this and the use of Lay Educators. Your feedback was used as part of a submission for some national funding to support the development and we are expecting to hear if we were successful in this in the next couple of weeks .

## Urgent Care and You

### Right Care, Right Place, Right Time

In the last edition of According to... we shared our plans to start a conversation with people about ideas to both improve the way urgent care works locally and make sure it stays affordable for the future. For the first part of this work we wanted to look at how people first get help when they have an urgent care need and asked people to complete a survey about this. We received more than 200 survey responses and would like to thank everyone who took the time to complete this. We are now studying the findings and will share these with you shortly. We then plan to continue this conversation at look in more detail at plans to develop improved access to Urgent Care services.



**Progress is being made** - Hospital emergency departments are often very busy. We are making positive inroads on A&E waits in North East Lincolnshire with a number of long term initiatives which include:

- improved mental health/crisis liaison in A&E
- a unit to assess and treat people without them having to be admitted
- schemes to help patients finish their recovery at home as soon as it is right for them
- an enhanced GP service in A&E for urgent cases that are not emergencies

We are developing alternatives to patients being taken unnecessarily to hospital by ambulance that include:

- senior clinical decision makers in our Single Point of Access (SPA) **(01472) 256 256**
- the CCG's Support to Care Homes initiative which aims to reduce 999 calls, and
- developing the rapid Community Urgent Care Response

## Shaping Cancer Services –

### an invitation to our patient participation workshop

The CCG is working with different health, care and voluntary organisations from across a wider area to develop a set of proposals to tackle the big issues that cause problems for people living here. This will also let us share resources in areas where we are currently stretched, providing a better service to patients. This is known as the Humber Coast and Vale Sustainable Transformation Plan (STP).

**'Helping People through Cancer'** is one of six priority areas in the STP and aims to simplify the way cancer treatment is accessed, reduce the current level of variation and increase the focus on preventing cancer. This work is being led by the Humber Coast and Vale Cancer Alliance, a group of health, care and wellbeing professionals from the public and voluntary sector.

Humber Coast and Vale Cancer Alliance invites patients and carers to attend a half day workshop on:

**Thursday May 25th from 1pm to 4pm**  
**Mercure Hotel**  
**Grange Park Lane**  
**Willerby, Hull**  
**HU10 6EA**

At this meeting we want to share our ideas with patients, carers and organisations with an interest in Cancer care and discuss how we can involve our communities to improve cancer services, from diagnosis to recovery. To register an interest in attending this workshop please contact us on [nelccg.accord@nhs.net](mailto:nelccg.accord@nhs.net) or telephone Janet Gaiger on 0300 3000 567 by May 18th.

