



North Tyneside
Clinical Commissioning Group

ANNUAL REPORT SUMMARY



2017/18

Overview

NHS North Tyneside 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 29 GP practices and as a clinically-led organisation, we are in a unique position to understand the needs of our patients, which helps us to deliver high quality services for the 218,844 service users in our borough.

Our vision

“ Working together to maximise the health and wellbeing of North Tyneside communities by making the best possible use of resources.”

We are dedicated to providing the best possible care to our community and we place the needs of our patients at the heart of every decision.

To help with our work, we focus on three key principles:

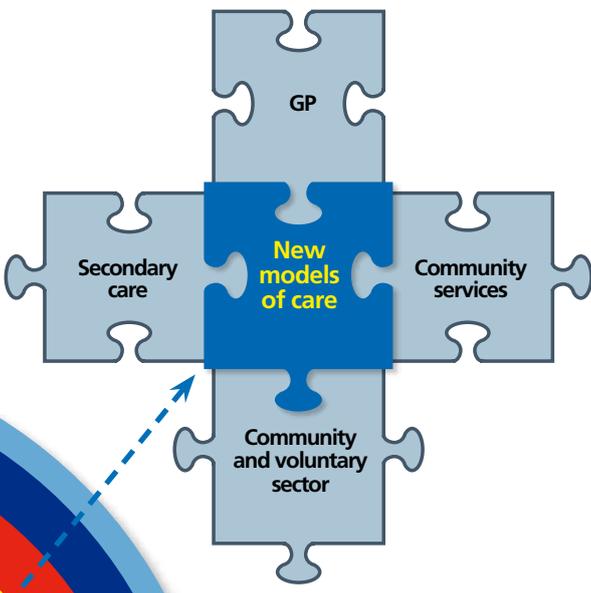
- Promoting wellbeing and preventative healthcare
- Delivering healthcare locally in hospital, primary, community and home settings
- Promoting self-care and care planning

Our commissioning priorities

Much of our work is guided by national priorities found in the NHS Five Year Forward View, the Mental Health Forward View and the GP Forward View.

We aim to change the way that care is delivered by 2020. By working with our partners, the themes for change are:

- Keeping healthy / self-care
- Caring for people locally
- Hospital when it is appropriate



Key activities

Our main areas of work and some of our achievements are outlined below:

Urgent care

North Tyneside CCG has awarded a contract to deliver a new Integrated Urgent Care Service to Northumbria Healthcare NHS Foundation Trust.

The contract was awarded following an extensive public consultation and engagement exercise, which indicated that the residents of North Tyneside preferred a simplified, accessible, service to be delivered from the North Tyneside General Hospital site.

The new service will commence from 1 October 2018 and will provide comprehensive access to GP-led healthcare for patients with minor injuries and minor ailments.

The North Tyneside Integrated Urgent Care Service will operate alongside a number of other new services to ensure that patients can always access a form of healthcare that is appropriate for their needs. These services include:

- New North Tyneside extended access primary care hubs, which offer hundreds of additional local GP appointments at evenings and weekends
- A new streaming service at the Northumbria Specialist Emergency Care Hospital, which will direct patients with primary care needs to local urgent and primary care services

- An NHS 111 Clinical Advisory Service, which will allow patients to access clinical advice and support over the phone 24 hours a day

These changes will place the local urgent and emergency care system on a stable and sustainable footing for the foreseeable future, ensuring that North Tyneside residents can access urgent care as close to home as possible and making the best use of the local NHS resources that are available.

There are no changes to emergency services provided by Newcastle upon Tyne Hospitals NHS Foundation Trust at The Royal Victoria Infirmary or Northumbria Specialist Emergency Care Hospital.



Community Falls Service

In October 2017 a new Community Falls Service was launched to reduce the number of injuries and deaths caused by falls at home in North Tyneside.

The service offers advice and assessments for people who have recently fallen, or who are at risk of falling.

It has been commissioned by the CCG and launched with partners from health and social care, emergency services and local voluntary organisations.

The service includes:

- A community falls clinic, managed by Newcastle Hospitals NHS Foundation Trust and the North Tyneside GP Federation
- Safe and well checks managed by the Tyne and Wear Fire and Rescue Service
- Strength and balance courses provided by Age UK
- A falls first responder service provided by North Tyneside Council and the North East Ambulance Service.

This service is a key part of delivering North Tyneside's falls strategy where together we aspire to be a 'fall free' North Tyneside.

Future Care

We have set out a vision for Future Care in North Tyneside. It builds on existing services to deliver care closer to home.

The model of care focuses on three areas of work:

- Primary care
- Urgent and emergency care
- Quality improvement

Primary care provision

The CCG has successfully expanded the New Models of Care service (Care Plus) across the whole of the borough.

The service offers a multidisciplinary team (MDT) approach to the coordination of care, including voluntary sector staff and volunteers, working alongside primary care, community nursing, and social care staff which creates an integrated care pathway that draws on all community services and resources to support older people with multiple long term health conditions.

We continue to exceed national standards for early diagnosis of dementia and have been working very closely with GP practices to increase the number of dementia patients who have had their care plan reviewed in a face-to-face review in North Tyneside.

Mental health & learning disabilities

During 2017/18, the CCG has continued to deliver the national learning disabilities 'Transforming Care' programme ahead of schedule, ensuring that people with learning disabilities do not stay in hospital when they can be cared for in the community.

The CCG has also worked with Northumberland Tyne & Wear NHS Foundation Trust and NHS Northumberland CCG to secure commitment to an A&E based 24/7 liaison psychiatry service in line with the nationally recommended model.

We have also expanded Improving Access to Psychological Therapies (IAPT) services for people with long term conditions, one of the first CCGs in the northern region to do so.

Alongside North Tyneside Council, the CCG has commissioned an online counselling service for children and young people, and improved involvement of children and young people in designing mental health services. The rating of "Good" for mental health services represents an improvement on 2015/16 for this clinical area.

Pathways developments

Several new pathways for planned care services have been commissioned by the CCG during 2017/18. This includes improvements to the Musculoskeletal (MSK) service, the Chronic Obstructive Pulmonary Disease (COPD) service and end of life/palliative care services.

The CCG commissioned a new innovative diabetes structured education provision for people in North Tyneside. This alongside other improvements has meant that the CCG achieved a rating of “Outstanding” for its diabetes services in North Tyneside.

GP extended access

In September 2017, the CCG invested in more than 1,000 extra GP appointments every week, across afternoons, early evenings and weekends.

This means it will be easier for patients to arrange appointments with a GP, particularly for those people who find it difficult to attend during the day.

The service is provided by local GPs and offers appointments within a number of existing GP surgeries across the area.

Sustainability and transformation partnerships (STPs)

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.

Having a shared STP across a local community means that 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.

Public engagement

Public engagement is key to all our work and helps to inform all our decisions.

Our public engagement work throughout the year has included:

- The redesign of urgent care services in the borough
- A range of work with the Patient Forum, including development of the Royal Quays Intermediate Care Rehabilitation Unit
- Ensuring that pharmaceutical services are meeting the needs of the local population, through the local Pharmaceutical Needs Assessment
- Changes to a number of GP practices, such as mergers or closures

We work in partnership with local NHS trusts, the local authority and local voluntary sector organisations and community groups to identify the needs of the diverse community of North Tyneside.

We seek the views of patients, carers and the public through individual feedback/ input, consultations, working with other organisations and community groups, attendance at community events and engagement activity including patient surveys, focus groups and Healthwatch.

We provide a dedicated ‘Get Involved’ section on the CCG’s website, which helps people to keep informed about any consultations or engagement opportunities, and which works alongside our social media accounts (Twitter and Facebook).



Alongside North Tyneside Council, the CCG has jointly funded the Community Healthcare Forum to consult with residents, carers, relatives and the community and voluntary sector on the planning and delivery of health and social care services.

The forum assists us in consulting with hard-to-reach and protected groups. With the Community Healthcare Forum as partners, we ensure that local voices are heard via local groups who may face barriers to getting involved.

Patient Forum

North Tyneside CCG has a vibrant patient forum which is a formal sub group of the Governing Body and is made up of representatives from GP practice patient groups.

Members from the Community Healthcare Forum team are instrumental in supporting the ongoing development and membership of the group.

The Patient Forum members met six times during 2017-18, and were involved with a series of discussions giving them an opportunity to share their experiences of health services in North Tyneside. They have

an active work programme ensuring that patient views and experiences are central to service redesign and developments.

We would like to take the opportunity to acknowledge the excellent work of the North Tyneside CCG Patient Forum. The forum plays a key role in keeping patient and public engagement at the core of our work, and the efforts of the members is invaluable to the CCG.

Performance targets

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

G Met expected standard

A Just below expected standard

Urgent care performance

Four hour waits in A&E **A**

The principal measure used to assess local urgent care performance is the standard that 95% of patients attending A&E will be admitted or discharged within four hours.

93.5% of patients who attended A&E were seen and treated within four hours. This is a slight decrease from the previous year, which brings the CCG performance just below the national standard.

We are working with our providers and an action plan is in place to ensure that the target is met in 2018/19.

Ambulance response times **G**

In July 2017 NHSE published a new set of performance standards for the English ambulance services through the national Ambulance Response Programme (ARP).

It is expected that changing the performance standards (set 1974), will free up more ambulance crews to respond to emergencies, giving the opportunity to send the most appropriate response to each patient first time.

Following the publication of the new standards, there will be no national reporting on the local ambulance service – the North East Ambulance Service – response times until April 2018.

Cancer performance

Two week wait all cancers **G**

96.4% of patients referred by their GP urgently with suspected cancer were given an outpatient appointment within two weeks. This is the same as the previous year and above the national standard of 93%. The CCG is consistently one of the top performing CCGs in the region for this measure.

Two week wait for an urgent referral for breast symptoms **G**

96.7% of patients who were referred urgently with breast symptoms were seen within two weeks. This is an improvement on the previous year and above the national standard of 93%. The CCG has remained above the national standard for the past

four years and is consistently one of the top performing CCGs in the region for this measure.

31 day treatment – all cancers

98.2% of patients who were diagnosed with cancer waited less than 31 days for their treatment to commence. This is an improvement on the previous year and above the national standard of 96%. Performance has remained above the national standard for the last four years.

31 day treatment - surgery

96.6% of people diagnosed with cancer and requiring surgery waited less than 31 days. This is an improvement on the previous year and above the national standard of 94%. The CCG has remained above the national standard for the last four years.

31 day treatment - anti-cancer drugs

99.1% of patients who required drug treatment for a cancer diagnosis waited less than 31 days to receive their treatment. This is a slight decline on the previous year and above the national standard of 98%.

31 day treatment - radiotherapy

98.5% of patients who were diagnosed with cancer and required radiotherapy waited less than 31 days for their treatment to begin. This is a slight decline on the previous year but is above the national standard of 94%.

Patients treated within 62 days - urgent GP referral for suspected cancer

87.1% of patients who were diagnosed with cancer following an urgent referral from their GP waited less than 62 days for their treatment to begin. This is a decline on the previous year but is above the national standard of 85%.

62 days screening to first treatment for cancer – screening service

93.3% of patients who were diagnosed with cancer following referral from an NHS Screening Service waited less than 62 days from that referral for treatment to commence. This is a slight decline on the previous year but above the national standard of 90%.

Healthcare associated infections

Healthcare-associated infections (HCAIs) can develop either as a direct result of healthcare interventions such as medical or surgical treatment, or from being in contact with a healthcare setting.

HCAIs pose a serious risk to patients, clients, staff and visitors to health and social care premises.

All CCGs have objectives for HCAIs set by NHS England for Methicillin resistant Staphylococcus Aureus (MRSA) and Clostridium difficile (C Diff). CCGs are required to meet national standards for both MRSA and C Diff.

MRSA 

There is a zero tolerance of MRSA (Methicillin resistant Staphylococcus Aureus), which means that all commissioner and provider targets are zero. North Tyneside CCG had no reported cases of MRSA in 2017/18.

C Diff 

The CCG had a target of no more than 74 episodes of C Diff for 2017/18. The actual number of cases reported was 40 which means that target was fully delivered. There were 39 cases reported in the previous year.

Mixed-sex accommodation 

Under the NHS constitution, providers of NHS funded care are expected to eliminate mixed sex accommodation.

There have been no breaches of the mixed sex accommodation standard for North Tyneside CCG patients for the last four years.

Referral to treatment 

94.2% of patients waited less than 18 weeks to receive initial treatment. This is a slight decline on the previous year and above the national standard of 92%.

Financial performance

North Tyneside CCG has met the statutory requirement to ensure expenditure in a financial year does not exceed its allocated resource. In 2017/18, the CCG achieved an in-year surplus of £4.0m, reducing the brought forward 2016/17 deficit from £16.2m to £12.2m as at 31 March 2018.

CCG spending 2017/18

Area of expenditure	£m
Acute health services	186.5
Mental health services*	25.2
Community health services	25.7
Continuing health care	20.4
Prescribing	36.5
Primary care	32.7
Other programme costs	11.3
Total programme (commissioning) costs	338.3
Total running costs	4.3
Total expenditure for 2017/18	342.6

* Acute health services also includes mental health expenditure

Thank you

We would like to thank all our member practices, partners, Patient Forum members, 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 North Tyneside CCG or would like to view our annual report and accounts in full, please visit our website at www.northyntesideccg.nhs.uk.

Alternative formats

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

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