

Buying the Right Health & Adult Social Care Services For You



HOW YOU CAN HELP



Commissioning Prospectus 2008/9 for Health & Adult Social Care



Contents

Foreword

P4



How did we spend the money?

P5



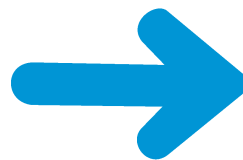
What have you told us?

P6



How do we buy services and address your concerns?

P7



How do we know our services are up to scratch?

P9



How can you continue to help, have a say or find out more?

P10



Foreword

How did we spend the money?

What have you told us?

How do we buy services and address your concerns?

How do we know our services are up to scratch?

How can you continue to help, have a say or find out more?



Foreword

Health and Social Care will touch everyone's lives at some point. Some experiences are happy like the birth of a child whilst others can be sad or difficult. We want to make sure that the services we expect the public to use are suitable and fit for purpose.

So we would like to welcome you to this the first Commissioning Prospectus that we hope will show how you can get involved. Through your ideas and your experiences you can help develop services, improve services and help decide who we should buy (commission) those services from. Obviously we are not starting at day one and you will realise that many services are already in place. However, we need to know what you think about them and what your experiences have been. It may be that it is not you who has used the service, but a relative or friend, who is not able to comment due to age, infirmity or because they lack capacity in some other way. We want you to speak up for them and suggest where you believe changes could be made to improve the service or its location. Equally we are always pleased to hear when the services are good as this gives an enormous boost to the staff providing the service.

It may be that you do not know what services we buy as you haven't had to use them. We hope that this report will give you more information and also show how your views and ideas, whether you are using the services or not, can help. The following pages will take you through some of the things we need to do to make sure we have everything in place so that if you need to a service it will be the right treatment, in the right place, at the right time for you with suitably skilled professionals providing it.

The Care Trust Plus would like to thank the members of the Patient Participation Groups for their valued support and assistance in developing this report.

For further copies of this Prospectus, or should you require parts of it translating or printed in large print, please ring 01472 625352. For more information on North East Lincolnshire Care Trust Plus (CTP) please visit our website at www.nelctp.nhs.uk



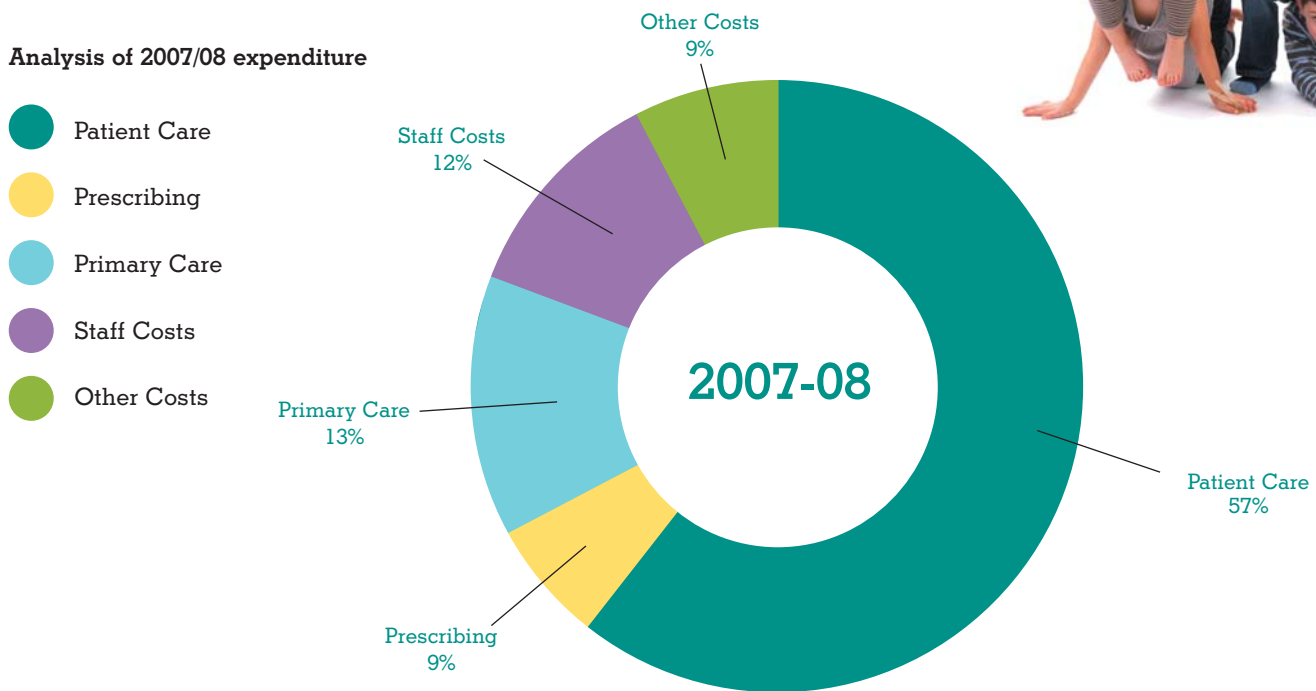


How did we spend the money in 2007-08?

The Care Trust Plus has been responsible for health and adult social care services in North East Lincolnshire since September 2007.



Analysis of 2007/08 expenditure



Where are we spending more money in 2008-09?

We plan to spend an extra £15 million in the next year on both national and local priorities.

The focus for over £2 million extra investment in adult social care is:

- To help people stay in the community rather than in care facilities
- Increase fees paid to residential and nursing care homes
- Services for children with learning disabilities when they transfer to adult services
- Increased costs to maintain current services

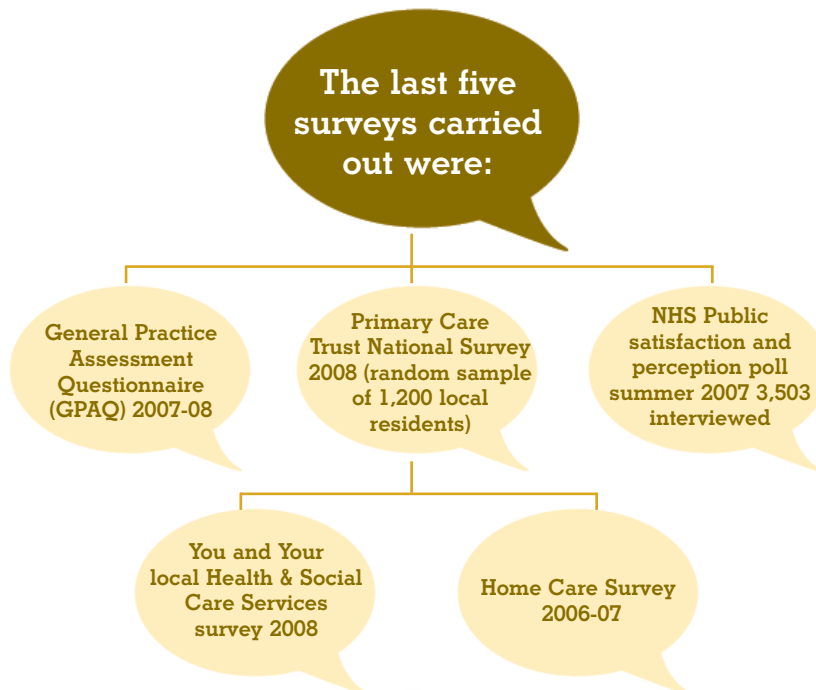
The focus for over £13 million extra investment in NHS services is:

- Children's health
- Mental health and learning disability services
- Primary Care – GP and dental services
- Cancer and heart disease
- Long-term conditions and continuing care
- Health improvement and reducing health inequalities
- Hospital and ambulance waiting times

We will continue to invest in new builds for Primary Care Premises (using private finance arrangements) and a new adult mental health facility using funding from the Department of Health. North East Lincolnshire Council is also funding a refurbishment of The Beacons intermediate care facility and providing capital support for plans to re-provide the services from the Farnhurst learning disability facility.



What have you told us?



You said you would like:

- Extra surgery opening hours, particularly in the evening and at weekends.
- To be able to get treatment within your local community when it is safe to do so
- Quicker access to services and shorter waiting times for hospital appointments.
- Better access and choice for NHS dentistry services
- Services to be provided at Grimsby hospital even if high quality care is available at another hospital of your choice.
- Improvements to parking and access to public transport to health centres.
- Better access to repeat prescriptions.
- Improved hospital cleanliness
- No more cuts to staffing, reduce heavy workloads and improve funding of services
- More explanations and information in various formats about your condition, care and treatment and how to look after yourself.
- To get advice from other health professionals such as a community nurse or pharmacist instead of seeing your GP
- More information to compare local services and make a choice about where to get treatment or advice.
- To understand the role of the GP receptionists in managing patient telephone calls
- Improved communication i.e. to be informed of changes by the office or the care worker (home care services)
- Care workers to be punctual, i.e. not arrive late and leave early (home care services)
- Consistency – to have the same care workers wherever possible (home care services)

It is interesting to note from some of the results that people who do not use the NHS have a poorer perception of the services provided, with a number saying they would prefer private care if they could afford it.

For more information about choosing your hospital visit the NHS Choices website at www.nhs.uk



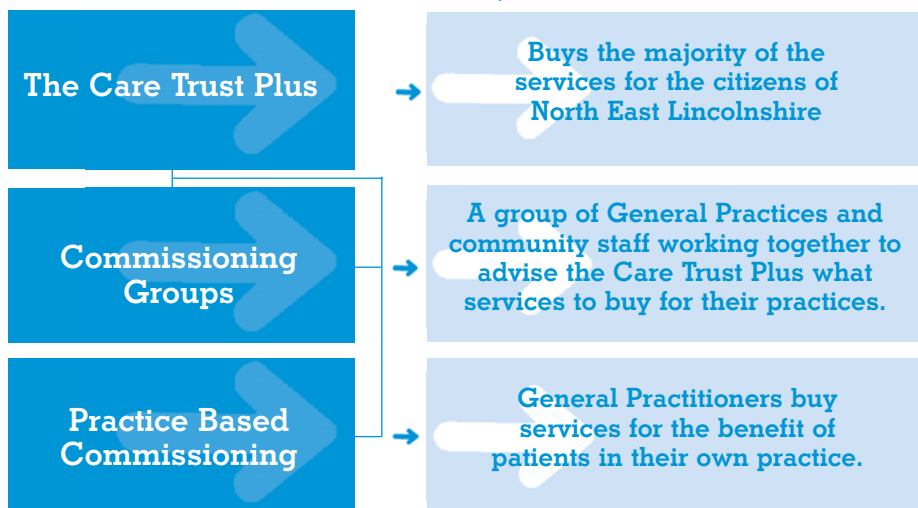


How we buy services and address your concerns?

So what is good local commissioning?

We want to be able to buy services that are in the right place at the right time for you, services that offer best value. Locally one of the changes we have made to make this happen has been to set up four Commissioning Groups, groups of GP practices that are working together. You can find out which one your GP practice is in by going to section 6 of this document.

A brief overview of how services are bought is as follows:



How do we decide what and what not to buy?

You may not be aware but we are not able to decide on how all the money we receive can be spent. We make our decisions based on a number of things:

- National requirements (things we must do)
- Local priorities
- What you have told us
- Health Needs Assessment

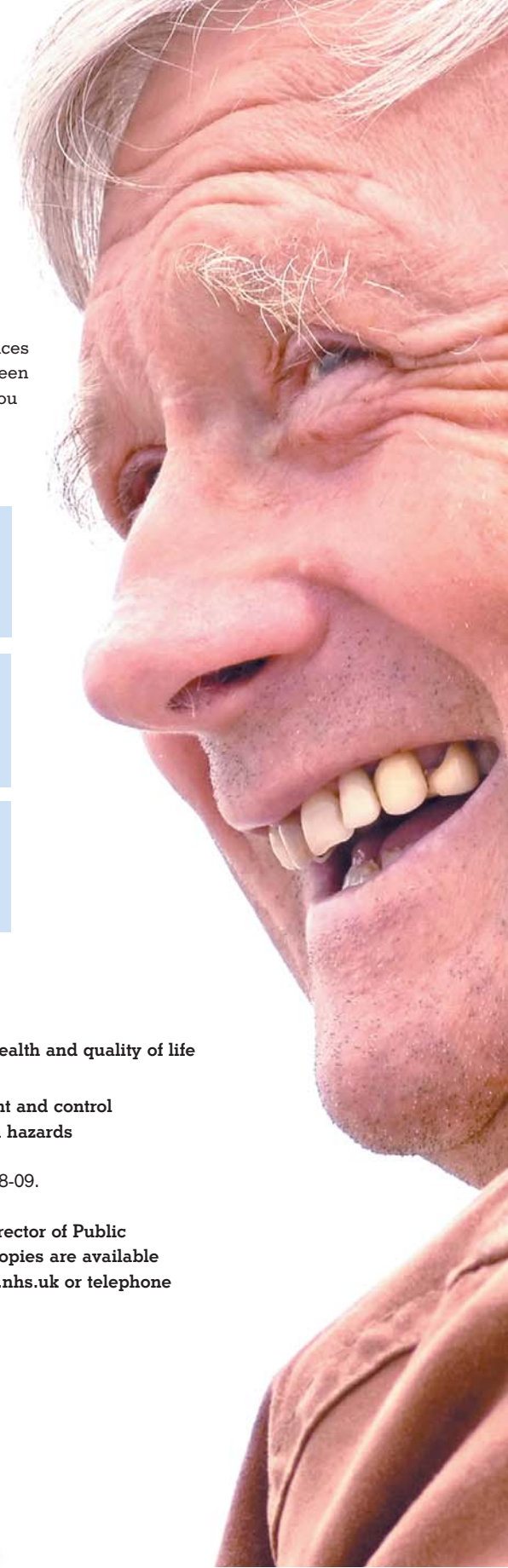
- Reduce childhood obesity
- Investment to improve the health and quality of life in deprived areas
- Health Protection – to prevent and control communicable diseases and hazards

This work will continue into 2008-09.

Some of our local targets are based on health and social care needs assessments carried out by Public Health. Over the last year work has focused on:

- Road Traffic Casualties
- Tackle risk and improve treatment for Coronary Heart Disease

For more information see the Director of Public Health's Annual Report 2007. Copies are available from our website at www.nelctp.nhs.uk or telephone 01472 625545.





What are we doing?

- a) Improving cleanliness and reducing healthcare acquired infections, such as MRSA and clostridium difficile.
- b) Improving access through the achievement of waiting no more than 18 weeks from your GP referral to start of treatment.

18 week wait

By December 2008, most patients referred by their GP to a consultant for non-emergency treatment will wait no more than 18 weeks from the date the consultant receives the referral to the start of their treatment.

For more information visit www.18weeks.nhs.uk/endwaiting

- c) Improving GP Access (including at evenings and weekends)
- d) Improving Dental Access
- e) Keeping adults and children well, improving their health and reducing health inequalities, this includes things like the promotion of good health through healthier lifestyles and tackling obesity, alcohol abuse, teenage pregnancy, sexual health issues and other areas of known inequality.

→ Improving patient experience, staff satisfaction and engagement. This includes for:

→ Patients: listening and responding to those who use the service.

→ Staff: taking full advantage of their knowledge, experience and skills.

→ the public: giving them the opportunity to be fully involved in the decisions taken by the Care Trust Plus who will be held to account for continuous improvement.

- g) Preparing to respond in a state of emergency, such as an outbreak of pandemic flu.
- h) Increase the numbers of new mothers' breastfeeding.
- i) Community equipment.
- j) Early involvement and support for young people with mental health problems.

- k) Developing a Commissioning Framework for Care Homes - to make sure that services that meet acceptable quality standards are available to those who need them both now and in the future.
- l) Re-commissioning Home Care - to make sure that services that meet acceptable quality standards are available to those who need them both now and in the future. The aim is to help people look after themselves in their own homes promoting independent living. The Home Care Survey carried out in 2006-07 will be carried out again in October 2008 to help with this work.
- m) Providing support to unpaid Carers through the Carers Strategy for North East Lincolnshire.
- n) Testing out the new joint health & social care complaints procedure.

How have you already helped?

Here are some examples of how the public and service users have helped to develop a very diverse range of services.

- Young People have helped to develop and design a service for Chlamydia screening (COAST — Chlamydia Outreach Advice, Screening and Treatment Team).
- As part of the work around the Older People's Strategy, older people have worked with us to develop plans to help prevent falls and therefore injury (Falls Collaborative).
- Men have worked with us to get more men to visit their GP when they have symptoms of possible prostate cancer (Cancer Collaborative).
- Families with children with behavioural problems work with The Family Action Support Team to help to develop parenting skills.
- Patients have worked with their own GP practices to help surgeries to develop their services.
- "Pulmonary Rehabilitation Buddies, people who themselves live with chronic lung disease, have helped other people with chronic obstructive pulmonary disease (COPD) to achieve a better quality of life.



coast
chlamydia • outreach • advice • screening • treatment



How do we know our services are up to scratch?

The standards (quality) of the service are also important. To make sure standards are upheld there is a system of monitoring both within the Trust and by independent organisations that makes sure that standards are maintained and if there is cause for concern we are able to put it right.

As part of this people who use the services are asked, in a variety of ways, for their comments regarding their experiences. Together the results of these exercises help us plan how we can continue to improve and make changes for the benefit of the public.

A number of service reviews were carried by the Healthcare Commission throughout 2006/07. These reviews rated:

- Diabetes – fair
- Heart failure (community-wide) – good
- Adult community mental health services – fair
- Substance misuse – good
- Tobacco control – good

We are currently preparing our Annual Health Check declaration for 2007/08, the results of which will be published in autumn 2008. To see how your local services are performing you can visit the following websites or contact the Care Trust Plus for information.

- Commission for Social Care Inspection at www.csci.org.uk
- Healthcare Commission at www.healthcarecommission.org.uk; or
- Mental Health Act Commission at www.mhac.org.uk





How you can continue to help, have a say, or find out more.

There are many ways in which you can help us to make sure that the services we buy on your behalf are the right services, in the right place, wherever possible, and they are at the right time for you. Many of you have taken part in the past and we'd like to continue to hear from more of you in the future.

However, some people are of the impression that getting involved means attending meetings and making time commitments on a regular basis. Whilst some people like to do that it is not the only way to get involved. It might just be a phone call to tell us what you, your relative and/or friends experience of a particular service was like either - good or not so good, or reviewing a strategy, proposal or service development by email, taking part in a focus group or completing a structured questionnaire.

Here are a few examples and ideas of how you might help us:



How you can get in touch with:

The Patient Advice & Liaison Service (PALS) providing help, advice, and support about our services.

(01472) 625222 or you can email them at **AskUs@nelctp.nhs.uk**

If you would like to make a formal complaint contact our Customer Care Team on **(01472) 625200**.



Your local Commissioning Groups

The 4 Commissioning Groups are made up of the following practices:

GRIMM

Dr Opie & Partners, Dr R Kumar, Dr R P Pathak & Partners, Dr Kumar & Partners, Dr Saha, Dr Singh, Dr Keshri, Dr Banerjee, Dr Bhorchi, Dr Koonar

Tel: (01472) 721668

LINCS2CARE

Chantry Health Group, Pelham Medical Group, Birkwood Surgery, Scartho Medical Centre, Beacon Medical Centre

Tel: (01472) 721306

To get involved with your local Commissioning Group or to find out more about them please ring them on the numbers given above

HOPE

Dr Bedi, Dr Hunter, Dr Purser, Dr D Sarkar, Dr Amin, Ashwood Surgery, Dr Chalmers & Meier, Dr Jethwa, Dr Raj & Babu, Dr S K Sarkar, Open Door

Tel: (01472) 721668

YARBOROUGH/CLEE

Drs Collett, Chauhan, Zoon & Dukes, Dr Hopper & Partners, Dr Potter & Partners, Dr Biswas, Dr Sharma & Partners, Dr Vedula, Dr Zaro

Tel: (01472) 342250 ext 2

Your local hospital

The Foundation Trust Office Tel: (01724) 387946

E-mail: foundationtrustoffice@nlj.nhs.uk

The Regulators

If you would like to get involved with the people who monitor the quality of our services their details can be found on the following websites:

- Commission for Social Care Inspection at - www.csci.org.uk
- Healthcare Commission at - www.healthcarecommission.org.uk; or
- Mental Health Act Commission at www.mhac.org.uk

If you do not have access to the Internet or would like more information about how you can get involved then please contact our Senior Commissioning Manager for Public Involvement on (01472) 625352 who will be happy to provide you with details or write to:

Public Involvement,
North East Lincolnshire Care Trust Plus,
FREEPOST NAT16018,
1 Prince Albert Gardens, Grimsby, DN31 3BR.





North East Lincolnshire **NHS**
Care Trust Plus