



Spring 2015

HaRDNews

Working together to deliver care



Welcome to the spring edition of HaRD News.

The last few months have seen some really exciting developments for the CCG. We are delighted to have been chosen as one of NHS England's Vanguard Sites, meaning Harrogate and Rural District will lead the way in transforming care for local people.

Working alongside our health and social care partners: Harrogate and District NHS Foundation Trust, North Yorkshire County Council, Tees Esk and Wear Valleys NHS Foundation Trust, Harrogate Borough Council and Yorkshire Health Network; the Vanguard programme will deliver access to preventative advice and information for individuals who find themselves needing support 24/7. This is a fantastic opportunity for Harrogate and will help us to transform local healthcare which will result in more responsive and co-ordinated health and social care services.

Central to shaping and delivering this new model of care,

are the views and opinions of the local community. With our key partners, we recently hosted our latest public event: 'Continuing the Conversation' – which took place at the Pavilions in Harrogate in March.

We were able to share our good news about the Vanguard programme and our vision for future health and social care provision in Harrogate and Rural District.

The event was our most successful to date, attended by over 100 people who came to

learn about our plans for out of hospital care and how we are going to work alongside our partners to deliver them. We gathered some really useful feedback which will inform and influence the model going forward.

More public engagement events will be held throughout the year, so if you would be interested in coming along and hearing more about the work of the CCG, why not join our public engagement network, HaRD Net? For more details please see inside.



Attendees watch a presentation at the event

Inside

2 >

What does Vanguard really mean for patients, families and carers?

3 >

Continuing the Conversation – our best event yet!

5 >

What we are doing to support people with dementia in our area

7 >

Stop before your op – there's never been a better time to quit



New model of care set to transform local services >>>

In January NHS England invited individual organisations and partnerships, including those with the voluntary sector to apply to be 'Vanguard' sites. Applications asked for expressions of interest in four models of care that will reduce demand, improve productivity and breakdown structural barriers.

Harrogate and Rural District CCG working in partnership with Harrogate and District NHS Foundation Trust, North Yorkshire County Council, Tees Esk and Wear Valleys NHS Foundation Trust, Harrogate Borough Council and Yorkshire Health Network submitted an application which mapped out how we could transform care for local people.

We are very pleased to say that on Tuesday 10 March, NHS England announced that Harrogate's Vanguard bid had been successful and that Harrogate had been selected as one of only 29 sites in the country.

The new model will deliver access to preventative advice and information for individuals who find themselves needing support 24/7. The aim will be to provide support to people to remain independent, safe and well at home with care



provided by a team that the person knows and trusts, set out in a universal care plan.

This service will be provided by an integrated care team from community based hubs which include GPs, community nursing, adult social care, occupational therapy, physiotherapy, mental health and the voluntary sector. Boundaries between primary, community, acute, mental health and social care will be removed

and acute hospital beds will be used only when they are truly needed.

This means that "George" for example, who has multiple long term conditions and lives alone, will have an agreed care plan going forward that people involved in his care, share and understand. He will be able to access advice and information in times of crisis 24/7 which will support him to stay in his own home whenever possible.

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Next steps

The Vanguard partners are now working closely together to look at the next steps for the programme. More information can be found on our dedicated web page



Continuing the conversation event – big crowd, big success

“ Thank you for letting the general public see your plans ”

Tuesday 10th March was a very busy day at the CCG, as not only had we received the good news about the successful Vanguard bid, we also hosted our ‘Continuing the Conversation’ public engagement event at the Pavilions in Harrogate.

Held in partnership with Harrogate and District NHS Foundation Trust and North Yorkshire County Council, the main focus of the evening was to engage with members of the public and present our view of out of hospital care.

Dr Alistair Ingram, Clinical Chair opened the meeting and was then followed by a presentation on “Mapping the Future - A Vision for health and social care provision in Harrogate and Rural District” by Dr Chris Preece, Governing Body GP, Harrogate and Rural District Clinical Commissioning Group; Jonathan Coulter, Director of Finance / Deputy Chief Executive, Harrogate and District NHS Foundation Trust; and Kathy Clark, Assistant Director of Commissioning for Health and Adult Services, North Yorkshire County Council.

The presentation set out how health and social care partners will work more closely together in the future to provide co-ordinated, patient centred care, closer to home. Members of the audience were given the chance to have their say on the vision for the future and their feedback will be used to further develop the model.

Our partners from health and social care and the voluntary sector were also showcasing their latest projects in an interactive marketplace. CCG Governing Body members and staff were also on hand to discuss with people the areas that matter most to them.

The event proved to be our most successful to date, with over 100 people attending – all thanks to the support received from our key partners and the local community.

● If you would like to come along to our next event, why not join HaRD Net our public engagement network? You can request an application from by contacting the CCG, or online on our website <http://www.harrogateandruraldistrictccg.nhs.uk/get-involved/hard-net/>

“ Great to keep up to date with plans and implementation ”

“ Very clearly given, easily understood ”

“ Good to understand the vision ”

“ Good job, keep going ”

“ Last night was a big success – big crowd – positive atmosphere – excellent presentation ”

Refreshing our Strategic Plan for 2015/16



To ensure our plans are completely up to date and reflect the progress we have made so far, we have developed a further chapter within our five year strategic plan. The chapter builds on NHS England's NHS Five Year Forward View, planning guidance and feedback from the public and our stakeholders.

The key work streams we will focus on throughout 2015/16 are:

- Empowerment of patients - throughout 2015/16 we will expand personal health budgets, to give people more control of their own care
- Parity of esteem - we will implement standards for access to and waiting times for mental health services. We will continue with our innovative approach to identifying and caring for people with dementia. We are working with partners regarding implementation of the Crisis Care Concordat and ensuring system resilience for urgent mental health patients.
- Primary care - From 1st April 2015 we became responsible for commissioning primary care services (services provided on GP surgeries). This will allow us to work with GP practices across our area to develop a more integrated approach to improving the quality of healthcare for our population.
- Urgent and emergency care - We have implemented a series of schemes through the Better Care Fund (BCF), to work with partners to redesign the traditional pathways for patients admitted into hospital. These schemes will continue in 2015/16 as part of plans to prevent people being admitted into hospital unnecessarily.
- Prevention and public health - We will continue to prioritise Health and Wellbeing to ensure the best possible quality of life for people in our area. We will work with our local authority on a series of schemes such as reducing smoking and alcohol abuse.

The updated chapter also highlights our achievements to date and gives more detail on our key areas of work. The plan is now available on our website here: www.harrogateandruraldistrictccg.nhs.uk/publications/our-strategic-plan-2014-2019/

Improving services for people with dementia

There are currently 2,788 people diagnosed with dementia in our area and we have focused on improving local services for those people, their families and carers.

We have introduced a number of initiatives, in partnership with our local Dementia Collaborative, to improve the detection, diagnosis and aftercare of people with dementia.

By restructuring the organisation of local memory clinics, improving community personal support services, working with care homes and local hospitals to ensure specialist care is available and producing support packages

for carers, there has been a marked improvement in dementia services.

Key benefits for patients include:

- A reduction in the average waiting times for appointments at the memory clinic from 74 to 28 days.
- An additional 780 appointments available in the memory clinic.
- A 50% reduction in the time for personal care and support services in a person's own home (domiciliary care) to start for a person with dementia.
- A reduction in the average length of stay in hospital for a person with

dementia following a crisis from 19 to 10.7 days.

Harrogate and District NHS Foundation Trust has several schemes in place, and is working on many others, to promote safety, understanding and communication on their wards for all patients living with dementia. The most prominent is the butterfly scheme, which highlights the people who need more personalised care and enables staff to provide the best support available.

The hospital is also changing the environment of wards to make them more welcoming and providing reminiscence

boxes where people can look at items which help to trigger memories.

The changes that have been made will improve the quality of life for some of the most vulnerable people in our society. We will continue to work to ensure people get an earlier diagnosis, are able to make informed choices about their future and can maintain their independence for as long as possible.

We are also working closely with Dementia Forward on their mission to make Harrogate a dementia friendly community. For more information on a range of support services, visit www.dementiaforward.org.uk



Get involved in local health care!

HaRD Net – your feedback counts!

Our public engagement network, HaRD Net, is continuing to grow. It's open to everyone to join and we are always on the lookout for new recruits. As a member of HaRD Net, you will have the opportunity

to influence local health services and work together to help us improve them.

You can learn more about the NHS, have a say in the development of services and get involved with health services in your area.

In recent months, HaRD Net members have:

- Taken part in our Hot Topics

survey and given us some useful insights into services for people with dementia

- Attended our most recent Patient and Public Involvement event and told us their views on our future plans for out of hospital care
- Told us about their experiences of local care for our Annual Report and

Governing Body Meetings

So come and join us today! Help us to deliver the right care, at the right time, by the right people.

Sign up online at www.harrogateandruraldistrictccg.nhs.uk/get-involved/hard-net or call 01423 799300 for an application form.



You matter most

Join Us

Harrogate and District 
NHS Foundation Trust

Do you want to know more about Harrogate and District NHS Foundation Trust and the services it provides?

You can contribute to how we run Harrogate District Hospital and our wider range of community services across North Yorkshire by becoming a member of Harrogate and District NHS Foundation Trust.

Joining is easy and membership is **FREE!** Join today, we welcome your support.

Join on-line at www.hdft.nhs.uk or contact the Foundation Trust Office on 01423 554489 and we will send a registration form.





Stop before your op – there’s never been a better time to quit! >>>

Our Stop before Your Op campaign is aimed at encouraging people who are due to have an operation to quit smoking before their stay in hospital.

Stopping smoking before an operation:

- Reduces the risk of lung and heart complications and infections.
- Reduces the time it takes for bones to heal.
- Reduces the length of stay in hospital.
- Reduces complications due to anaesthetic.
- Decreases wound healing time.
- Reduces breathing problems.

What is the best way to stop?

You are much more likely to quit successfully with the help of the New You NHS Smokefree Service.

The New You NHS Smokefree Service provides expert support to smokers to quit. Most of its work is one-to-one with occasional group courses.

The service offer face-to-face appointments in a variety of local venues, from health and community centres, to children’s centres and workplaces. Below are some of the regular weekly sessions on offer:



Harrogate	Morning	Wednesday	St Peter’s Church, Cambridge Road
		Friday	Harrogate Families Housing Association, High St, Starbeck
	Afternoon	Monday	Mowbray Square Medical Centre, Myrtle Square
		Tuesday	Jennyfield Health Centre, Grantley Drive
		Wednesday	Mowbray Square Medical Centre, Myrtle Square
Evening	Tuesday	Harrogate Library, Victoria Avenue	
	Thursday	Harrogate Library, Victoria Avenue	
Knaresborough	Morning	Monday	Knaresborough Community Centre, Stockwell Avenue
Ripon	Morning	Thursday	Ripon Community Hospital, Firby Lane

Ad hoc appointments can also be arranged so that smokers can see a Stop Smoking Advisor at a local venue, such as the nearest health or children’s centre. Call 0300 303 1603 for a local appointment or speak to your GP.

Your local NHS organisation – who we are and what we do



Harrogate and Rural District Clinical Commissioning Group is the NHS organisation that commissions (or buys) health services for the residents of Harrogate and Rural District. It is led by local GPs. We represent 18 GP practices and serve a resident population of approximately 160,000 people. Clinical Commissioning Groups are groups of General

Practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services including:

- Planned hospital care
- Urgent and emergency care
- Rehabilitation care
- Community health services
- Mental health and learning disability services

Governing body meetings

Our Governing Body meets on the first Thursday every two months to review progress and agree actions around specific pieces of work. The meetings are held in public. It is important to recognise that these are meetings in public, not public meetings. This means that members of the public are able to attend and observe, but cannot take part in the discussions, except by submitting a question in advance. Prior to the start of the meeting a period of up to 20 minutes

will be set aside for questions or comments submitted from members of the public specifically related to the agenda items of the meeting. Any member of the public who wishes to ask a question is asked to submit them to the CCG in advance of the meeting (see below for contact details).



How to contact us

The CCG can be contacted in the following ways:

- >>> By writing to: Harrogate and Rural District Clinical Commissioning Group, 1 Grimbald Crag Court, St James Business Park, Knaresborough HG5 8QB
- >>> Telephone: **01423 799300**
- >>> Fax: **01423 799301**
- >>> Email: hardccg.enquiries@nhs.net
- >>> Website: www.harrogateandruraldistrictccg.nhs.uk
- >>> Twitter: [@HaRD_CCG](https://twitter.com/HaRD_CCG)

