



Autumn 2014

# HaRDNews

## Celebrating our achievements and looking to the future >>>



Main picture and inset: the AGM, which drew 60 people to Cedar Court Hotel in Harrogate

**On Tuesday 9 September, we were delighted to welcome over 60 local people to our first Annual General Meeting (AGM) and combined Public Involvement Forum at Cedar Court Hotel, Harrogate.**

The event was a great opportunity for us to give an update on what we have achieved so far in our first 15 months as a CCG, present our annual accounts, and find out people's views on two of our key priorities, vulnerable people and mental health and community services.

Dr Alistair Ingram, Clinical Chair, opened the event and reminded the audience of important aspects of our vision – securing high quality services, making the

very best use of our resources and working together.

Chief Officer Amanda Bloor then took to the stage to run through the CCG's key achievements of the past 15 months, including our ongoing engagement with the public and achieving financial balance at the end of 2013/14.

Amanda also presented an overview of our strategic plan and reinforced that our partnership approach was the key to our first year's success. "I have always been clear that the CCG can't achieve anything in isolation. We are committed to working with and supporting our partners in provider Trusts, the local authority and the community and voluntary sector, who are all supportive

of our strategic plan and have pledged to work with us to deliver it."

Finally Dilani Gamble, our newly appointed Chief Finance Officer presented our end of year accounts and confirmed we achieved all of our statutory financial duties in the last financial year.

The remainder of the event was dedicated to public involvement and attendees took part in three interactive engagement sessions – community services, vulnerable people and mental health and a chance to meet the CCG team. People also had a go at making some HaRD decisions in a commissioning quiz! Turn over for a full report.

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# Engagement event

Our third public involvement event held as part of our Annual General Meeting on Tuesday 9 September was a great engagement opportunity for our CCG.

We are always keen to gather feedback and have face-to-face conversations with members of the public and at the event, we had the chance to do that in a variety of interactive ways.

**“I was really impressed with the event. It was a very friendly and a relaxed atmosphere”**

We are pleased to report that 93% of all attendees who completed an evaluation form found the event to be either very useful or quite useful and 93% (26) of respondents felt they were able to contribute to the discussions either very well or quite well.



## What did we learn from you?

Attendees at the event took to their voting pads and gave us their views on two key areas of work – mental health and vulnerable people and community services.

### Feedback - mental health and vulnerable people session

DR RICK SWEENEY presented an update on mental health services in our area and confirmed that this was a priority for the CCG.

In fact, 50% of our total new investments have been in this area. We asked attendees how they felt about the progress we have made and if we were making the right service improvements.

It shows that people think we are moving in the right direction as 82% were in agreement, only 4% answered no and 14% did not know.

We also asked people how they would most like to access counselling services, a key treatment for people with mental health conditions. 76% of people responded that referrals should be made by a GP, or by self-referring into the service.

When asked what the CCG can do to help people self-care and stay mentally healthy, 76% of people said that more information, access to drop in centres and availability of day facilities are the best ways to provide support.

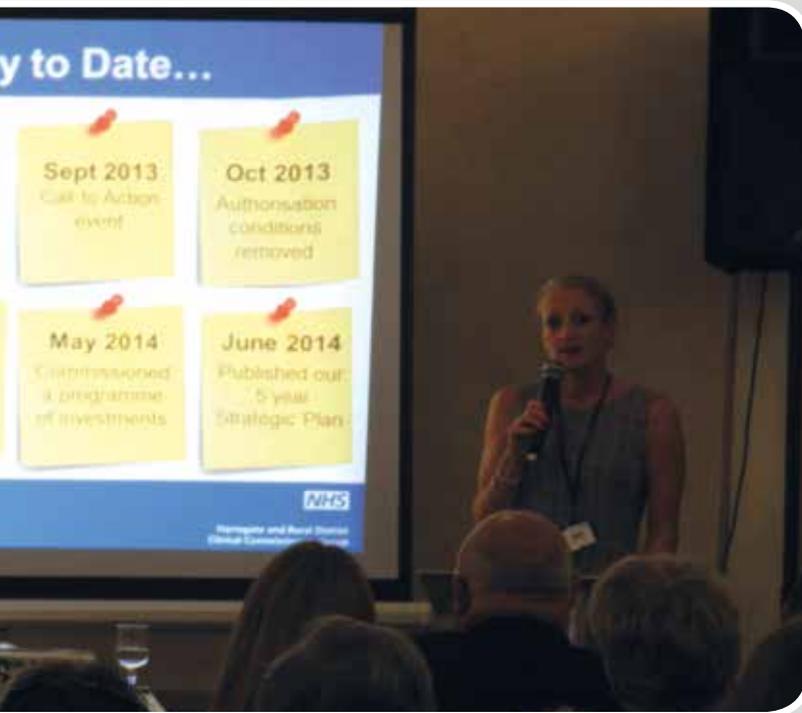
### Feedback – community services

DR CHRIS PREECE presented the elements of our vision for community services and asked the audience if they agreed with them, and which one they felt was most important.

- Patient centred
- 24/7 access
- Hospital in reach to help discharge
- Integration of health and social care
- Information sharing
- Single assessment
- Frontline workers with broad skills
- Care co-ordinators

The majority of attendees (79%) agreed that all elements of the vision look great which is excellent news. It's of no surprise either, that the most important element of the vision was Patient Centred, which is the crux of all our work.

# is a big success



## Tweets about our event



Karen Weaver @ChiefExecHARCVS  
Who wants to be a millionaire technology in use at @HaRD\_CCG breakout sessions #DecisionsDecisionsdecisions £££



Amanda Bloor @amandabloor  
Really enjoying 1 to 1 conversations at our AGM @HaRD\_CCG



*Chief Officer  
Amanda Bloor  
presents a  
review of  
our year*

## HaRD Decisions Commissioning Quiz

We wanted to give attendees the chance to make some HaRD decisions so we invited them to take part in our Commissioning Quiz! Attendees were given a fictional budget of £5,000,000 to spend on extra NHS services (in addition to the budget already allocated to essential services such as hospital care, mental health and community services.)

The quiz was designed to help people understand the demands on the NHS budgets and the difficult



decisions that commissioners have to make when allocated funding.

The results of the top four services chosen for extra investment were:

1. Extra district nurses
2. Respite services for carers
3. Physiotherapy
4. Stroke rehabilitation in the community

The remainder of the results were very evenly spread across the answers which show that people have many different priorities and how it's not an easy task to meet everybody's expectations.

See the full report on our website.

For more information, to view the presentations from the event or to give us your views on our plans for the future, visit [www.harrogateandruraldistrictccg.nhs.uk/get-involved](http://www.harrogateandruraldistrictccg.nhs.uk/get-involved)

# Presenting Our Strategic Plan – 2014/15

**O**ur Clinical Commissioning Group has come a long way since it was formed on 1 April 2013. We have made some real progress in improving care and listening to patients. We have now developed our Strategic Plan, which will guide our work over the next five years. The plan explains our objectives and how they will lead to actual changes on the ground. It also highlights the benefits that these changes will bring to our patients, their families and carers. We are committed to working with our communities and partners to improve health outcomes for everyone. We aim to ensure all health care in our area is high quality and delivered in the right place, at the right time, by the right people.

## Why do we need to make changes?

This strategy sets out how we will transform health care for the people of Harrogate and Rural District over the next five years. There are clear reasons for improving things:

- Society is ageing and we need to find better ways to care for increasing numbers of older people.
- People have changing health needs with more long term conditions and diseases caused by unhealthy lifestyles.
- There are differences in the quality of services and how people access them, leading to differences in patient outcomes and experience.
- People have increasing expectations and want more from our health services.
- The costs of providing the current models of care are increasing.
- Public finances are constrained and we need to make the best use of the money we have.



Our vision is that by 2020 the population:

- are physically and mentally healthy and are independent for as long as possible
- have the support they need to manage their long term conditions and mental health
- receive care when they are ill by the right person at the right time in the right place and return to independence as quickly as possible
- have positive experiences from high quality, safe health and social care services, irrespective of the day or time of the week and access to high quality cost effective elective care
- sees a decrease in the difference in health outcomes between different groups of the population
- can see that health and social care resources are sustainable for the future



Our 6 strategic priorities, which will enable us to achieve our vision are:

- Urgent care – ensuring safe, effective and timely unplanned care where clinically appropriate
- Long term conditions – ensuring people with long term conditions are supported to maintain their independence for as long as possible
- Vulnerable people and mental health - improving mental wellbeing and moving towards parity of esteem
- Elective care - ensuring that planned care is safe, cost effective and provided in the right location
- Health and Wellbeing - working with our partners to prevent ill health
- Primary care (services provided in GP practices) - ensuring primary care is sustainable for the future and scaled up to provide care out of the hospital

## Next steps

This strategy sets out our ambitious plans for improving healthcare in Harrogate and Rural District.

We have already started implementing some of our initiatives. Others will be implemented over the next 12 months. As a result of our plan, patients and the public can expect to see the following improvements over the next three to five years:

- A fully functional 7 days a week urgent care centre.
- Integrated health and social care teams to support more people to be at home.
- Specialised services in centres of excellence to provide high quality, safe care.
- A more productive elective care service.
- The health gap between people who have mental health conditions and those who do not, will be reduced.
- The community is more engaged in its health and wellbeing.
- Health professionals have more access to preventative services.
- Primary care has the scale to cope with the shift from secondary care (hospital services) and is more sustainable for the future.

To view the entire plan - please visit our website at [www.harrogateandruraldistrictccg.nhs.uk](http://www.harrogateandruraldistrictccg.nhs.uk)

# STOP BEFORE YOUR OP

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

In early October, we launched our Stop Before Your Op campaign. The campaign is aimed at encouraging people who are due to have an operation to quit smoking before their stay in hospital.

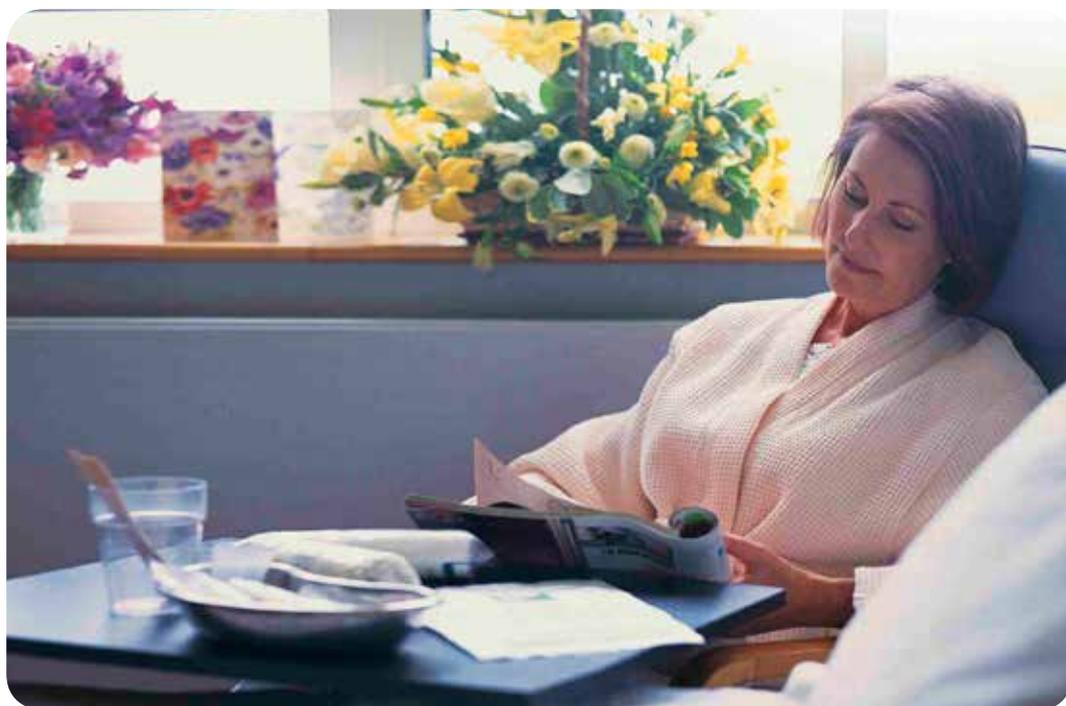
*Does stopping smoking before an operation do any good?*

If you are a smoker, it is very important that you try and stop smoking before surgery. Stopping smoking before your operation:

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

There will never be a better time to quit. Stopping smoking will also save you money.

Currently, a 20 a day smoker will spend around £2,600 a year on cigarettes.



### What is the best way to stop?

You are much more likely to quit successfully with the help of our NHS Stop Smoking Service. It is the combination of stop smoking medicine and support to change your smoking habits that makes quitting easier, more

effective and enjoyable.

**Call North Yorkshire NHS Stop Smoking Service on 0300 303 1603** for an appointment local to you or speak to your GP.

If you do not feel ready to quit, speak to your GP

about how to reduce the risks before surgery.

Watch out for leaflets and posters in GP surgeries and pharmacies. In the meantime, if you need any further information, please speak to your GP.

Stopping smoking at any time is the best thing that you can do for you and your family

# Join us

**Do you have an interest in health services in Harrogate and Rural District? Would you like to help shape local health services? Join HaRD Net and have your say!**

We have a public engagement network called HaRD Net, that is open to everyone to join. We have over 280 members 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:

- Helped us to review new patient information leaflets to make sure they are user friendly
- Taken part in our Hot Topics survey and given us some useful insights into what services they would like to see in local GP surgeries
- Attended our most recent Patient and Public Involvement event and told us their views on our future plans for mental health and community services

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](http://www.harrogateandruraldistrictccg.nhs.uk/get-involved/hard-net) or call **01423 799300** for an application form.

## Introducing... Anthony Fitzgerald

We are delighted to welcome Anthony Fitzgerald, our new Director of Strategy and Delivery, to the CCG team. Anthony joined us in September and his main focus will be on bringing the CCG's Strategic Plan to life. Here he tells us about his role and plans for the coming months.

"I joined HaRD CCG only a few weeks ago and it is already clear to me what a fantastic healthcare community we have here in Harrogate and Rural District.

My role is to make our ambitious Strategic Plan a

reality, and to ensure that our patients and service users can feel real improvements to their health services over the next five years.

Whilst we know we have a lot of work to do, I am confident that by working closely with all of our partners in secondary care, mental health, community services, the local authority and the community and voluntary sector, we can deliver



high quality local health services for everyone.

The key to our success will be genuine clinical involvement and leadership and I am keen that any developments are informed by the people who see patients and service users, day in, day out.

In my first week I attended the CCG's AGM and it was a pleasure to meet so many people from the local area. The event showed that the CCG is serious about public engagement and through HaRD Net, we will continue to involve patients, carers

and members of the public in our decision making and plans for the future.

I bring experience from all sectors of healthcare and my main passion and focus is locally delivered health services. I am looking forward to working with staff both within the CCG, and within our partners organisations to achieve this in our area."

If you would like to contact Anthony, you can email him at [Anthony.fitzgerald1@nhs.net](mailto:Anthony.fitzgerald1@nhs.net)

Anthony will also be keeping us up to date on Twitter. Follow him [@afitzgeraldnhs](https://twitter.com/afitzgeraldnhs)

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

**H**arrogate and Rural District Clinical Commissioning Group is the NHS organisation that commissions (or buys) health services for the residents of the Harrogate and Rural District. It is led by local GPs. It represents 19 GP practices and serves 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. We would ask members of the

public who wish to attend to read the information below to ensure that Governing Body meetings are productive for all involved.

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.)

More information about our Governing Body meetings can be found online at [www.harrogateandruraldistrictccg.nhs.uk/who-we-are](http://www.harrogateandruraldistrictccg.nhs.uk/who-we-are) or by calling 01423 799300.

## 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](mailto:hardccg.enquiries@nhs.net)
- >>> Website: [www.harrogateandruraldistrictccg.nhs.uk](http://www.harrogateandruraldistrictccg.nhs.uk)
- >>> Twitter: [@HaRD\\_CCG](https://twitter.com/HaRD_CCG)

