



Spring 2014

HaRDNews

Listening to the views of local people »»»



Sharing the progress made by Harrogate and Rural District Clinical Commissioning Group (HaRD CCG) and involving people in shaping plans for the next five years, were the focus of a recent public forum.

Almost 90 local people attended HaRD CCG's latest Public Involvement Forum, held at Pavilions of Harrogate.

Attendees were also asked to consider an NHS England campaign called The NHS Belongs to the People: A Call to Action, which asks the public, NHS staff and politicians to have an open and honest debate about the future shape of the NHS in order

to meet rising demand and meet the expectations of its patients, against a national financial challenge.

The evening was opened by Dr Alistair Ingram, the CCG's Clinical Chair, who updated attendees on HaRD CCG's latest news. He also spoke about priorities for the next couple of years, including developing an urgent care centre in Harrogate, reviewing the GP Out of Hours service and providing better support for people to self-care.

Dr Ingram also stressed the CCG's desire for health and social care to work in partnership with the voluntary

sector and members of the public to develop and deliver improvements to healthcare.

A significant part of the evening was dedicated to an opportunity for attendees to take part in smaller discussions, led by GPs, HaRD CCG staff and key partners, around four key priorities:

- Mental health
- Urgent care
- Long term conditions
- Improving health and wellbeing

Please see the box on page 3 to learn more about the discussions.

Continued on pages 2 and 3

Inside

2 »

Join the HaRD Net to help shape the future of health services

4 »

Green light for local couples to receive IVF treatment

5 »

Extra funding for mental health care

6 »

How Better Care Fund will transform local health and social care services



Listening to local people

Continued from page 1

Displays from local voluntary and partner organisations were on show throughout the event, showcasing the services and facilities available within Harrogate and Rural District.

Dr Ingram said: “The NHS has to change. In this area, we have a generally affluent population with pockets of deprivation – areas within the district need help, people are living longer. Patients are requesting and expecting more services but the current system does not allow for this. The message we have is that doing nothing is not an option. We believe this is an opportunity to make



a difference and do things differently.

“The CCG has developed a Five Year Plan which we were very keen to share with attendees. The evening was about members of the public guiding us and helping us to develop these thoughts based

on their experiences and what health services they would like to see locally.

“The evening was very interesting and stimulated some strong debate around our future plans. Thank you to everyone who attended – your feedback is vital in helping

us provide healthcare which meets local need and is safe, accessible and cost-effective.”

To see the presentations and feedback from the evening, please visit www.harrogateandruraldistrictccg.nhs.uk.

Underlining the important role the voluntary sector plays, a pre-event session was held where representatives from a range of local voluntary and community sector groups came together. The focus of this was to share and discuss the CCG’s plans as part of the wider system of local services and how the local voluntary and community sector could be more involved in the future.

Join the HaRD Net and have a say in improving services

Improving health services in our area isn’t just down to us in the NHS – it is as much down to the people who live here and use health services in Harrogate and Rural District.

HaRD Net is the CCG’s public involvement network. The idea behind HaRD Net is to build up a network of local people, patients, carers, voluntary sector representatives and other partners who have an interest in being involved with developments in health services, learning more about the NHS and having a say about the local health services.

As a member of HaRD Net, you will have the opportunity to influence local health services and work together with the CCG to 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.

Membership is open to



anyone who has a particular interest in health services in the Harrogate and Rural District.

As a member of HaRD Net, you will receive our quarterly newsletter HaRD News, be asked to take part in surveys and tell us about your experiences of local services, and be

invited along to meetings, events or focus groups. How much or how little you get involved is entirely up to you.

Sign up now!

Visit HaRD CCG’s website to complete our online form, or you can print off a sign up form

and return it to us via freepost. Hard copy sign-up forms are available in GP practices and a range of community venues across the district.

Alternatively, call or email us to get signed up – contact details can be found on the back page of this issue.

Listening to local people >>>

The main opportunity for people to provide their views at the forum was through four interactive sessions. Attendees were invited to visit four rooms, view the displays in each of them, get involved in debates and share their feedback via a questionnaire. The areas discussed were:



Improving Mental Health Services – led by Dr

Rick Sweeney, GP lead for vulnerable people

At the previous Public Involvement Forum in July 2013, people said that HaRD CCG wasn't addressing mental health. On the evening, delegates heard how HaRD CCG has already been investing in this area and is planning to improve access to psychological therapies and autism diagnostic assessment,

as well as enhance early diagnosis and treatment of dementia services.

Feedback from attendees in this group was generally positive about mental health services, although some highlighted that patients do sometimes have to travel quite a distance to access some services, including psychological therapies.

It was noted that some mental health patients feel very isolated, but the contribution from the voluntary sector is very important and valued.



Redesigning Urgent Care – led by Dr Rob Penman,

GP lead for urgent care

The main focus in this area is to improve patient experience, and make sure fewer people are admitted to hospital when they don't need to be. Feedback from the group highlighted HaRD CCG's desire to redesign urgent care and the reasons for doing this, with discussions taking

place around how the current system is muddled and can be difficult to understand. People said they felt they were battling against NHS systems and processes that they didn't understand, so HaRD CCG is looking to simplify this so people only need have to know three telephone numbers: their GP, 999 and NHS111. The plan is to make sure care is provided in the right place, by those with the right skills.



Improving Health and Wellbeing – led by Dr

Bruce Willoughby, GP and Public Health Specialist

People in this group were told about plans to reduce health inequalities in the area and reduce hospital visits for patients (where appropriate). Increased partnership working with local voluntary and community sector groups and the public

sector is also planned. This group highlighted how people in rural areas can feel socially isolated, and this needs to be addressed (work is already underway in this area).

Lifestyle advice – such as dietary guidance or diabetes management – were discussed, but it was agreed that there isn't a 'one size fits all' approach. Comments were made around how services across health and social care need to be better joined up.



Long Term Conditions and Integrated Community

Teams – led by Dr Chris Preece, GP lead for integrated care

It was clear that attendees recognised the need for patients to take ownership of their own care plans and long term conditions, with close support from their GP. Social prescribing was also discussed and viewed as a positive (this is an approach that seeks to improve health

by referring patients with social or emotional needs to a range of non-clinical services and support). Utilising technology was also a big talking point, with people discussing where we are now and what we may need, or be able to do, in the future.

Plans have been made by HaRD CCG to improve the experience of care with more people supported by GPs and in the community with seven day working, meaning fewer people having to access emergency hospital care.

Social media keeps the Forum debate alive

The Forum was 'live Tweeted' throughout the evening on HaRD CCG's Twitter page – www.twitter.com/hard_ccg. We highlighted key points made by speakers and in discussions, and took photos of people deep in conversation and of our displays.

There was plenty of reaction to our discussions, and some good feedback too. Thanks to everyone who retweeted us, favourited us and got involved in the online discussion. Here's a small sample of what people were saying:



[Charles Gibson @Thegiest](#)

Good meeting @HaRD_CCG last night at Pavilions of Harrogate. It was well attended and lots of useful information was available. Well done.



[Helen Flynn @flynnhc](#)

@HaRD_CCG Very useful event about health and care strategies in #Harrogate district. Will pass on knowledge I've picked up whenever I can

What are the next steps?

Analysis of the discussions and other feedback from the evening is now underway. This will be used to influence the future strategic direction of HaRD CCG, and what services are commissioned locally. Please keep a look out in future editions of *HaRD News* to find out how our plans are developing and being implemented.

Green light for local couples to receive IVF treatment

Plans to improve access to assisted conception treatment including in-vitro fertilisation (IVF) have been given the green light by the CCG's Governing Body.

This means that women in the area under the age of 42 who are having difficulty conceiving will now be offered one cycle of IVF treatment.

The former Primary Care Trust (PCT), which the CCG replaced in April 2013, had a policy to only commission assisted conception treatment in exceptional circumstances. This policy was a result of significant

financial pressures.

Although these financial pressures continue to be experienced across the NHS, HaRD CCG has given its commitment to work towards meeting guidance set by the NICE by making IVF treatment more widely available.

Dr Gareth Roberts, local GP and lead for planned care at the CCG, said: "The unavailability of IVF treatment for couples in the area has been a concern over the past few years and it's something that we, as the new leaders of the local NHS, have been exploring since we were established. We

recognise how the old policy may have seemed unfair for local couples, especially when people living in other parts of the country have access to such treatment.

"It is important to stress that we are still under great financial pressure and this will continue well into the next financial year. Having looked at the options available to us around IVF, we feel the option we have chosen will benefit a significant number of couples in the area whilst still being able to maintain healthcare services for all the local population.

"We recognise that our new policy on IVF still doesn't fully comply with NICE guidance, however, I am sure that local people will agree that it's a positive step in the right direction."

Now HaRD CCG has agreed to begin commissioning the service, it is looking at how it will work with local hospitals and GP practices to plan out and implement the ways in which people can access the service. This will be in place in the next couple of months. Members of the public, GPs and hospital staff will be updated when further details are available.

Pledging to make a change

HaRD CCG staff have joined hundreds of thousands of like-minded 'pledgers' from all over the UK for NHS Change Day 2014, one of the largest social movements of its kind anywhere in the world.

NHS Change Day – which took place on 3 March – is a 'call to action' for NHS staff, patients and the public.

The idea is to get as many people as possible to pledge to do one thing to make the NHS better. Pledges can be big or small, personal or professional but must make a difference to patient care.

Staff at HaRD CCG considered what their individual pledge would be: "Demonstrate our values and behaviours, particularly Improving Lives."

John Pattinson, Director of Quality/Lead Nurse



"Raise awareness of Moebius Syndrome with a charity day in the office."
Paul Twigg, Contracting Manager

"Ensure HaRD CCG actively engages with, and listens to, the local population."
Amanda Bloor, Chief Officer

"Establish a best practice forum in Service Improvement (providers and commissioners) by summer 2014."
Katie Smith, Performance Improvement Manager



Katie Smith

And HaRD CCG as a whole pledged to: "Value the contribution that the voluntary sector makes to local people, and pledge to provide commitment to it through investment and resource, which includes holding at least one staff charitable event per quarter in support of local voluntary organisations."

Amanda Bloor, HaRD CCG Chief Officer, said:



Neil Laurence

"NHS Change Day is a great opportunity for us all to reflect on the fact that first class patient care is at the heart of everything we do. There have been some really interesting pledges made and we'll be revisiting them in six months to individually consider the progress we've made."

● Find out more at www.changeday.nhs.uk.

The Governing Body of HaRD CCG has agreed to invest a significant amount of extra funding into a number of mental health related areas. This page summarises the improvements being made to local services.

Place of safety to provide extra support

A Place of Safety for people detained under section 136 of the Mental Health Act 1983 is to be provided in the Harrogate area.

A Section 136 Place of Safety is a facility where a person can be detained for up to 72 hours if they are in mental health crisis and the police believe them to be in immediate need of care for the sake of their own, or another person's, safety. A clinical area within the Briary Wing at Harrogate District General Hospital has been identified as a suitable location for the area's Place of Safety to be located,

subject to a programme



Dr Rick Sweeney



of refurbishment.

The facility has to meet strict criteria in terms of staffing, amenities and policy. Under certain circumstances, police custody suites or A&E departments can be used

as a Place of Safety. However, it is preferable to have a facility in a location with links and access to specialist mental health services.

Dr Rick Sweeney, local GP and CCG lead for vulnerable

people, said: "People detained under Section 136 can be extremely vulnerable and unwell and in need of health and social care, including assessment by experienced professionals. Therefore having access to a specialised Place of Safety is crucial to providing the care they require.

"This is a high risk and complex area of health that involves a range of services to make it work safely and effectively, and we have been working closely with our partners on this initiative. We are confident that the provision of a Section 136 Place of Safety in the Harrogate area will be of great benefit to patients who are experiencing a mental health crisis."

Funding therapies

An estimated extra £250,000 is being invested in psychological therapies services, which will mean shorter waiting times and greater availability for more local people.

The funding will increase the availability and range of 'talking therapy treatments' to treat depression, anxiety disorders specific phobias, Obsessive Compulsive Disorder (OCD), Post Traumatic Stress Disorder (PTSD) and adjustment disorders, including grief and bereavement.

Dr Rick Sweeney said: "It has been demonstrated that psychological therapies can be an effective treatment for people with common mental health problems.

The additional investment will ensure that we can commission a responsive and accessible psychological therapies service that provides a range of treatments, from low level interventions and support, to high intensity treatment within GP practices and community settings."

The new services will:

- Have one point of access
- Be responsive and accessible, with an aim of waiting times to be no more than two weeks
- Offer a choice of therapies (one-to-one sessions / group work / use of technology)
- Provide timely and informative feedback to GPs on the outcomes of the treatment provided

Autism investment

More than £400,000 extra funding is being made available to cope with a higher than expected demand for children's autism assessments.

When the assessment service was originally commissioned from Harrogate and District NHS Foundation Trust in 2012, it was based on national guidance about the predicted number of assessments needed for the local population. This predicted number has now proven to have been too low, with the demand for local assessments exceeding capacity, resulting in a backlog of over 120 assessments.

The increased investment will mean that there will be an additional annual fund of £179,000 put into providing the local children's autism assessment service, bringing the total

investment into the service to £252,000. A further £280,000 will be made available for the 2014/15 financial year only in order to clear the existing waiting list.

Dr Rick Sweeney said: "We recognise that the current waiting list for patients requiring an autism assessment is unacceptable. The National Institute for Health and Care Excellence (NICE) recommends that assessments for autism should aim to be undertaken within 12 weeks of the patient being referred, and the local service is not achieving that currently.

"In light of this, we are investing a significant amount of money firstly to deal with the backlog of assessments, and secondly, to ensure we have adequate ongoing provision for the future."

Better Care Fund will transform local services

North Yorkshire Health and Wellbeing Board has approved the county's Better Care Fund (BCF) plan, which has now been submitted to NHS England.

The BCF is a national pool of £3.8bn for 2015/16 to help move care from hospital to the community and to improve integration between health and social care. It is not new money and is made up of existing health and social care funding. In North Yorkshire, the fund will be £39.8m.

North Yorkshire's Health and Wellbeing Board is a formal committee of North Yorkshire County Council. The board is where leaders work in partnership to develop robust joint health and wellbeing strategies.

Specific priorities identified within North Yorkshire are:

- Transforming primary care through GPs working more closely with hospitals and social and community care to deliver more clinical services within communities, reducing the number of people going to hospital. This makes best use of NHS and social care facilities in the community.
- Integration between the NHS, councils and the voluntary and community sector to create a network of prevention services available to anyone who may be in need of social and health care.
- Providing a sustainable health and social care system that protects social care to enable implementation of the Care Bill, improves reablement, manages increased demand

and maintains essential services in the community.

Outcomes used to measure the success of these actions will include:

- the reduction in injuries caused by falls;
- reduced demand for formal social care services;
- more successful outcomes from reablement; and
- reduced emergency hospital admissions, reduced occupied bed days and readmission rates.

County Councillor Clare Wood, chairman of the board, said: "A strong message is that it is not just us who think people should be cared for at home. This is what people want. They want support to live at home and to use services as near as possible to their homes.

"We want people in North Yorkshire to be able to take control of their health and independence, supported by health and social care that promotes health and wellbeing, provides timely, joined-up services and responds to the county's distinctive rural and coastal needs."

Amanda Bloor, Chief Officer of HaRD CCG and vice chairman of the board, said: "Each CCG is

finalising a five-year strategy setting out local priorities, financial targets and outcomes. The BCF is a way of tying together CCG and county council plans to provide even greater value by co-ordinating services locally and accelerating how the NHS and the local authority integrate services. The BCF is a small percentage of our collective resources and in most cases schemes are designed to increase community service capacity."

With the BCF plan in place, new approaches will be tested during 2014/15.

Among these are:

- rolling out more integrated local teams;
- testing models of GP-led community health and care hubs;
- integrating approaches to prevention and reablement;
- developing a blueprint for health and social care services in each CCG area;
- developing a county-wide dementia strategy that would be implemented locally;
- reviewing falls services;
- redesigning mental health services;
- implementing the prevention strategy;
- reviewing community equipment services to ensure high efficiency; and
- preparing for integrated commissioning of mental health and learning disability services.

Some of these actions will be more successful than others, but outcomes and learning from individual projects will be considered to shape future services.



Specialist inpatient rehab unit for Ripon

Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) – which provides local mental health and learning disability services – is investing £3.6 million to develop the Orchards in Ripon into a specialist inpatient rehabilitation unit for the people of Harrogate, Hambleton and Richmondshire.

The refurbished unit will contain nine en-suite bedrooms as well as a single 'bedsit' style apartment. It will also include a range of modern facilities that will assist with daily living skills as well as group rooms and visitor accommodation. Ripon's adult mental health community team will also be based at the Orchards alongside a number of consulting rooms.

The extensively refurbished unit in Ripon will provide much



improved and more spacious accommodation for service users and staff. The en-suite bedrooms and additional rooms for occupational therapy will support service users' rehabilitation and help them prepare for living a more independent life.

Adele Coulthard, Director of

Operations – North Yorkshire at TEWV, said: "Rehabilitation services provide support for patients by assessing their mental health needs and then helping them on their recovery journey. This may include supporting an individual's transition from a care setting to a less supportive environment."

Osteoarthritis of the hip and knee booklet

Patients with osteoarthritis of the hip and knee can learn more about managing their

condition and the treatment options thanks to an updated information booklet produced by HaRD CCG.

The booklets are available in GP practices and on the HaRD CCG website. Thank you to members of HaRD Net who contributed their feedback, thoughts and ideas as part of the review of the booklet.



Your views on improving patient transport

The views of local patients and healthcare workers who use the NHS Patient Transport Service (PTS) form the basis of a report examining how the service may be improved.

PTS provides non-

emergency transport between patients' homes, hospitals, community settings or other treatment centres for people referred for consultations, treatments or procedures. The PTS is

for people who are unable to use their own transport or public transport because of their medical condition.

Surveys were carried out in July 2013 to gain views from patients and healthcare

workers who have used the service to book transport within the last year. The survey invited respondents to give feedback on the existing service and how it might be improved.

The three areas that received the most feedback were related to PTS vehicles arriving too late or too early, difficulties when making telephone bookings and quality aspects of the PTS from a patient perspective.

The report supports a CCG-led review of the PTS set-up and its current performance levels. HaRD CCG commissions PTS on behalf of all the Clinical Commissioning Groups in North Yorkshire, and the service is provided by the Yorkshire Ambulance Service.

The full report is available on the CCG's website.



Your local Clinical Commissioning Group

Harrogate 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 the 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).

We can receive questions or comments in person on the day of the meeting up to 10am when the meeting will begin.

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 859700**
- >>> Email: hardccg.enquiries@nhs.net
- >>> Website: www.harrogateandruraldistrictccg.nhs.uk
- >>> Twitter: [@HaRD_CCG](https://twitter.com/HaRD_CCG)

