

Your guide to NHS Herts Valleys Clinical Commissioning Group

Herts Valleys Clinical Commissioning Group (CCG) is a new kind of NHS organisation. CCGs were introduced across the country as part of the NHS reforms and Herts Valleys CCG became a full statutory NHS body in April 2013. CCGs are different because we are led by a board primarily composed of clinicians. We are responsible for commissioning most healthcare for around 600,000 people registered with a GP in the boroughs of Dacorum, Hertsmere, St Albans, Three Rivers and Watford. Commissioning is the process of identifying the health needs of the population in order to ‘buy’ the right level and range of services to meet those needs. Part of commissioning is to monitor those services, making sure they are of the right quality, that they are addressing health needs and are affordable within the available budget.

The 70 GP practices in these boroughs are members of the CCG and they have arranged themselves into four groups that we call ‘localities’:

- Dacorum
- Hertsmere
- St Albans and Harpenden
- Watford and Three Rivers



Our role

Our role is to ensure that we secure the best possible care for our patients and public within the resources available to us. Putting clinicians at the forefront of decisions about how healthcare services are designed and delivered gives us the best chance of doing this well. We are committed to making sure that local people are fully involved in decision-making about their health services because that is the best way to ensure that the design and delivery of services meets their needs.

Our aims are:

- ❖ To strengthen clinical involvement in decision making for health within west Hertfordshire
- ❖ To ensure safe, affordable and effective services are provided when and where they are needed most
- ❖ To ensure equity and fairness in our commissioning outcomes
- ❖ To encourage consistent two-way communication with local people, GPs and others to listen to their needs and views on west Hertfordshire's health services
- ❖ To provide patients and the public with the information they need to take more control over their health and health services
- ❖ To make best use of evidence based practice to help us to make objective decisions concerning healthcare and health services



The local picture

There are four big challenges facing the NHS across our area.

Challenge one – Meeting all the needs of our changing population

The population covered by Herts Valleys CCG is changing dramatically. Over the next 20 years our population is set to increase by 23% with a 68% increase in the number of people over the age of 65. Or to put it another way an increase equal to the population of St Albans. As our population lives longer we need to design better and more effective health and social care to support people with more complex needs.

In many of our localities the number of children and young people is also rising and this too has an impact on the demand for healthcare.

And there is a difference in life expectancy across our area so we need to put services in place that address this as well as responding to different cultural values and preferences in the way that healthcare is delivered and to address health inequalities.



Challenge two – Addressing outcomes and patient experience

Herts Valleys CCG is working closely with the providers of healthcare in the area to set ambitious goals that achieve good clinical outcomes for our population. We have already set some priorities with our partners on Hertfordshire's Health and Wellbeing Board:

- ❖ Reducing the harm caused by alcohol
- ❖ Reducing the harm from tobacco
- ❖ Promoting healthy weight and increasing physical activity
- ❖ Fulfilling lives for people with learning disabilities
- ❖ Living well with dementia
- ❖ Enhancing quality of life for people with long term conditions
- ❖ Supporting carers to care
- ❖ Helping all families to thrive
- ❖ Improving mental health and emotional wellbeing

We are also committed to improving patients' experience of healthcare in our area. So, we want local people to feel informed and empowered to make decisions about their treatment and to be treated with privacy, dignity and respect.



Challenge three – Living within our financial means and ensuring sustainable services

In 2013/14 we expect to be allocated nearly £640 million to purchase care on behalf of our residents. The planned distribution of this between different types of care that the CCG has responsibility for is shown in the pie-chart (on page 7). The challenge for the CCG is to ensure that we are able to respond to growing demand from changes in both the size and structure of Herts Valleys' population and the introduction of new drugs and treatments. For 2013/14 this has meant that the CCG has had to target Quality, Innovation, Productivity and Prevention savings of £22.5 million.

Looking forward the financial challenges facing the CCG are unlikely to be any smaller in subsequent years and our clinical strategy will look at the range and pattern of services that our residents need to ensure that we are Delivering a Healthy Herts Valleys.

Challenge four - Tailoring healthcare to meet individual needs

Healthcare is changing in ways which mean that services can be increasingly designed around the needs and preferences of individuals. For example, cancer patients can now receive highly personalised drug treatments, delivered flexibly in a choice of treatment settings and locations. At the same time many patients and carers also want to take greater control of decisions about their care. Our challenge is to ensure that wherever possible we can support patients to do this and to align health and social care services more closely to the needs of our patients. Services that are more joined up would support this.

Our clinical strategy

At Herts Valleys we have already made good progress on planning what we need to do in order to address the challenges described above. This includes making sure that our health services are the right ones for the people who live here and are good quality and give value for money. As a key part of the development of our clinical strategy for west Hertfordshire, we have identified five areas of work that we need to focus on. These are our clinical programmes and they are:

- ❖ Urgent Care Programme
- ❖ Planned and Primary Care Programme
- ❖ Mental Health and Learning Disabilities Programme
- ❖ Children, Maternity and Young Peoples Programme
- ❖ Older People's and Complex Care Programme

Each of these programmes is led by a local GP and supported by experienced managers. The programmes also benefit from doctors, nurses and other clinicians in, for example, hospitals, community and social care and public health. Representatives from patient groups also play an important part in the work of these teams.

These clinical programmes are analysing the challenges outlined here and they are developing clear plans that set out how to address them. The work programmes will be brought together over the summer to form the overarching strategy for the area. These plans will form the clinical strategy for west Hertfordshire for the next 5 to 7 years. Local people can expect to see some significant changes to health services as a result of this strategy and we will continue to involve them at every stage.

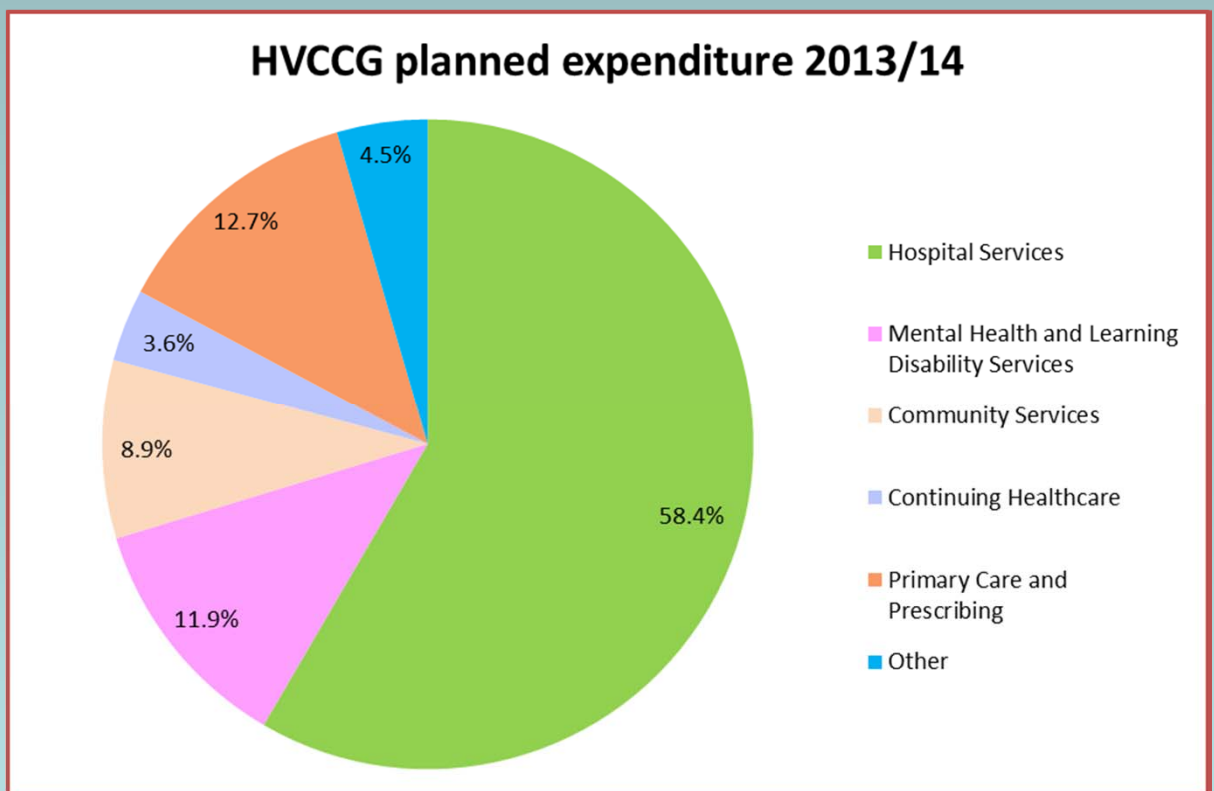
We are pleased to have already benefitted from very significant involvement from colleagues in GP surgeries, other health providers and the public in developing our strategy and hope to see more of that as it progresses. We will report progress to our Board at their meetings which are held in public – and we will also publicise information about this and other important things on our website and at our events.

How we spend your money

Each year we receive a budget from the Government to spend on behalf of local people. The money we get is to spend on most health services except those provided your family doctor (GPs), dentists and community pharmacists. These, along with some very specialist health services, are bought on your behalf by NHS England.

In 2013/14 we received £640m to buy your health services and a separate £14m (2.2% of our total budget) for running costs – things like staff and accommodation.

It is our responsibility to spend that money wisely. The chart below shows how we will spend the money this year:



This year we are putting more money into health services that are based in the community – for example mental health services and a project called HomeFirst. HomeFirst is run in partnership with colleagues from Hertfordshire County Council and Hertfordshire Community NHS Trust. It provides health and social care to support people to stay at home where possible rather than go into hospital.

Get involved with us

Here at Herts Valleys we are passionate about getting local people and patients involved with all aspects of our work. We have patient representatives on our board and on a range of committees including our priority clinical work areas outlined above, together with patient groups in each of our localities. We also have an established calendar of events where you can come and share your views and experiences with GPs from Herts Valleys CCG and to listen to what others have to say and we have a ‘reader’s panel’ who help us with things like reading and commenting on written information aimed at the public. The only qualification necessary to work with us is to have a real interest in improving local health services.

We are also working closely with our local hospitals, community and mental health trusts and their staff to implement the recommendations of the Francis Enquiry. We must prevent the tragedies that occurred in Mid Staffordshire from happening in west Hertfordshire. We want to build a strong relationship with the people who use the services we commission so that we maintain great standards of care in our local hospitals. Listening to what you tell us is a big part of achieving this.

As patients and carers who use local health services you can make a real difference to the way we commission and design health services now and in the future.

To find out more about getting involved with us in any of the ways outlined above please email hvccg.patientnetwork@nhs.net, phone 01707 369788 or write to Heather Aylward, FREEPOST 145, Herts Valleys CCG, Charter House, Parkway, Welwyn Garden City AL8 6BR or visit our website www.hertsvalleysccg.nhs.uk.

