Welcome

Welcome to a summarised version of the first Annual Report and Accounts produced by NHS Nottingham City Clinical Commissioning Group (CCG).

Nottingham City CCG was officially authorised on 23 January 2013 and took on responsibility for a commissioning budget of £384 million from 1 April 2013, replacing Nottingham City Primary Care Trust as the lead commissioner for the majority of local health services.

We have many different roles and responsibilities and a major part of our work is making sure that the NHS services that people need in Nottingham City are available and that they are of high quality and give good value for money.

In our first year we made a number of changes and set up new services to give local people better health services that are delivered in the most appropriate way for their needs. We are proud to have been shortlisted for several national awards and we have given talks and welcomed visitors from overseas to share our work and achievements.

The following pages will tell you more about us and about our main achievements and results in our first year. If you would like to read the full Annual Report and Accounts you can find a copy on our website at www.nottinghamcity.nhs.uk or contact us directly and we will send you a copy.
About us

NHS Nottingham City CCG is a clinically-led membership organisation with 62 member practices and more than 200 GPs. We are accountable to local people and we report to NHS England.

We work to plan and buy healthcare services that meet the needs of local people. We are responsible for making certain that the healthcare provided is of a high standard, delivers quality improvements and offers value for money, and that systems are in place to make sure people are looked after in the best way possible. To do this well, we have to understand what health problems affect people living in Nottingham City and plan and buy services that will help those people the most, involving patients, carers, partners and others throughout the process.

Our Governing Body is responsible for making sure that we carry out all our duties and do what we say we will in an effective, efficient and economical way. The Chair of the CCG and Clinical Lead is Dr Hugh Porter, and the Chief Officer is Dawn Smith. Three further GPs – Dr Marcus Bicknell, Dr Safiy Karim and Dr Arun Tangri – sit on our Governing Body as representatives of our member practices. The Governing Body also includes the Chief Finance Officer, an independent secondary care doctor, an independent nurse, lay members (independent) and expert advisory members including clinical leads for public health and safeguarding.
We have a well-established ‘cluster’ structure, with all of our member GP practices belonging to one of four GP clusters. The clusters are strongly linked to the CCG through several channels, including our influential Clinical Council, at which our GP members can give clinical input to commissioning decisions. This structure makes sure that the decisions we make about local health services are informed by GPs’ first-hand experience of seeing patients in surgery and having insight into their needs.

Although our GP member practices provide patient care within their practices, as a commissioner we do not directly provide any healthcare or treatment ourselves.

Our main providers (organisations that provide direct care to our population) include Nottingham University Hospitals NHS Trust, Nottinghamshire Healthcare NHS Trust and Nottingham CityCare Partnership CIC. We also commission (buy) services from NHS organisations outside of our area and from independent and voluntary organisations, for example Nottingham Woodthorpe Hospital, BMI The Park Hospital, Age UK and Self-Help Nottingham.

We have good working relationships with many organisations in Nottinghamshire including other CCGs and the local authorities. We are also active members of the Nottingham City Health and Wellbeing Board, which brings organisations including Nottinghamshire Police, Nottinghamshire Fire and Rescue Service, Nottingham University Hospitals NHS Trust, Nottingham CityCare Partnership CIC, Nottinghamshire Healthcare NHS Trust and the voluntary sector together to tackle city-wide health and wellbeing issues.
Our Vision and Values

We have developed a vision statement which describes our purpose and what we aim to achieve for the benefit of local people and local healthcare services. Our vision is:

“We will work together with compassion and caring to improve health outcomes and end health inequalities through the provision of high quality, inclusive and value-for-money services that are patient-centred.”

We also have a set of values which describe the approach we will take to all of our commissioning activities. Our values are:

Involving others

We will actively involve patients and the public, carers, community groups, clinicians and partners in everything that we do.

Being responsive

We will understand and respond fairly to the changing needs of our diverse population.
Improving quality
We will continually improve the quality of services through collaborative, innovative and clinically-led commissioning.

Promoting education and development
We will support and encourage the education, training and development of the local workforce.

Securing value for money
We will secure high quality, cost-effective and integrated services within available resources.

We also developed a set of six strategic priorities, which are the most important elements of healthcare that we focused on improving during 2013/14 and on which we will continue to focus for the next two years and beyond. They are based on facts and figures about the current state of people’s health in Nottingham and we spoke to local people about what they want before we agreed these priorities. Our six strategic priorities are:

- Improving mental health outcomes
- Early detection and improved outcomes for people with cancer
- Enhancing the quality of life for people with long-term conditions (with a focus on diabetes and respiratory conditions)
- Improving the health and wellbeing of the frail and elderly
- Improving the health and wellbeing of children, young adults and students
- Developing an effective and efficient urgent care system
During 2013/14 we made great progress in many different areas. Some of our achievements include:

- We aligned our GP practices to eight new care delivery groups. Care co-ordinators in each group co-ordinate patient care from GPs, community staff and social care colleagues.

- In the year to October 2013 our new Integrated Respiratory Service reduced avoidable hospital admissions to 619 – more than ten per cent lower than the previous year. In August 2013, admissions were the lowest for two years.

- We introduced a new Acute Visiting Service to support patients who need an urgent home visit by a health professional. The service offers pre-admission assessment, prescribing and dispensing medication and referral to community services.

- Our Falls Rapid Response Service pilot increased the number of falls patients treated at home after a 999 call. The team treats the patient and also identifies the causes of the fall and takes action to reduce the risk of another fall.

- We introduced an Integrated Diabetes Service with specialist community clinics in an appropriate and convenient setting closer to home, avoiding hospital visits and admissions where possible.

- We introduced the T2ONIC structured education programme for Type 2 diabetes patients on insulin into local venues. The course helps people take better control of their condition.

- The pioneering work of some of our practices in raising awareness and offering prostate cancer screening to African-Caribbean men was highlighted in a Parliamentary report. Nottingham also became the first centre in the region to offer robotic prostatectomy.
Our achievements (continued)

- We commissioned a new service to support young people who may be at risk of self-harm. KOOTH offers confidential online and face to face counselling and support for people aged 10 – 24.

- We worked with partners in the Adult Integrated Care programme to maximise the use of Telehealth and Telecare assistive technology, designed to help disabled and older people retain their independence.

- Follow-up care and monitoring for cardiology patients is now offered by GPs, reducing unnecessary hospital appointments and bringing down waiting times.

- All our GP practices have been visited by a peer mentor to look at performance and identify areas for improvement. This has led to a new sports physiotherapy service for students, less clinical variation, fewer first outpatient appointments and increased use of the Clinical Assessment Service.

- We supported The Wellspring Surgery’s innovative idea of a life-sized cardboard cut-out of a practice nurse, to get patients thinking about their role and the services they provide. Free cut-outs were offered to practices across the City, with an overwhelmingly positive response.

- We established a new Care Homes Team to improve the quality of health and safeguarding support. The team provides care to care home residents, both proactively and at the request of the patient or the care home staff.

- Working with partners, we commissioned a Street Triage Service to reduce avoidable police arrest or custodial intervention for mental health patients picked up in public places. Police officers across the City and County now have access to support from specially-trained mental health nurses.
Our achievements (continued)

- We commissioned a Rapid Response Liaison Psychiatry service for patients who go to hospital for physical health issues but who also have mental health needs. A mental health professional assesses patients in the Emergency Department within one hour and patients on a ward within 24 hours.

- A Big Health and Wellbeing Day in July 2013 gave people with learning disabilities, their carers and families the chance to give feedback on health and social care provision, helping to shape and plan services for the future.

- We delivered public awareness campaigns covering dementia, bowel cancer screening, childhood vaccinations, the cost of missed appointments, where to get urgent care and the importance of carers looking after their own wellbeing.

- We designed a smartphone app to help people find the right health service, in the right place, at the right time. It includes basic health advice, opening times and locations and was downloaded 4,083 times in 2013/14.
Maintaining quality standards

We continually work to make sure that the services we commission are of high quality. We have published a Quality Improvement Framework that sets out how we do this. Our Clinical Council promotes and encourages quality improvement and we regularly complete quality analyses as part of our service planning and policy development work.

We also have an independent nurse on our Governing Body who has lead responsibility for keeping us focused on quality in everything we do. She is chair of our Quality Improvement Committee, which monitors the safety and effectiveness of the treatment and care provided to patients in Nottingham City and the experience patients have of the treatment and care they receive.
The NHS Constitution

The NHS Constitution contains a number of rights and pledges about how patients can and should expect care to be delivered.

It outlines the rights of all patients, including the right to be treated with a professional standard of care, and explains what patients can do if they do not receive these rights.

It also sets out the responsibilities of staff, patients and the public that allow the NHS to continue running smoothly.

You can find out more and download a copy of the NHS Constitution from our website at www.nottinghamcity.nhs.uk.
The NHS belongs to and is paid for by all of us. We continue to have a two-way conversation with local patients, carers, community representatives and groups and the public. This helps us to plan and deliver services in a way that patients want and need and evaluate the quality of services so they are the best they can be.

During 2013/14 we asked for people’s views on:

• How the NHS can meet the future challenges set out in the national engagement programme ‘The NHS belongs to the people: A call to action’.

• Developing the Integrated Health and Social Care pathway, which is designed to ensure a more streamlined service between health and social care services.

• The Pharmacy Needs Assessment, which will affect the way pharmacy services are provided in Nottingham City.

• Improvements to maternity, walk-in centre and mental health services.

We work closely with Healthwatch Nottingham, the health and social care consumer champion, which helps us understand and respond to our population’s concerns, and we have established a People’s Council, whose members tell us about their experiences and help us understand what NHS service users think about our plans.

We have created an online health and social care network called Nottingham City Voices, which enables people to comment on proposals for changing existing services or plans to commission new ones.

Complaints are a useful way of finding out what people think and helping us improve services. For example, as a result of complaints a new telephone system was introduced to make it easier and cheaper to book patient transport and make X-ray appointments.
Our staff

We are committed to being a fair and inclusive employer. 89 of our staff replied to the 2013 NHS Staff Survey and 83 per cent said they believe our recruitment and selection processes are fair, transparent, inclusive and equitable.

We consider all requests for flexible working and we offer part-time hours, annualised hours, compressed hours, flexi-time, job sharing, term-time working and home working in order to help our staff achieve a work/life balance.

In November 2013 we established a Staff Reference Group. The group meets monthly to discuss aspects of working life within the organisation and in 2013/14 considered HR policies, the development of a staff contact directory and opportunities to carry out charitable activities.
We are taking part in the Apprenticeship Scheme run by New College Nottingham and are supporting three apprentice administrators to work for 18 months in different parts of the organisation. Apprenticeships make a valuable contribution to the organisation by bringing young people into our workforce and developing the skills of local people.

We produce regular newsletters to keep staff informed and our monthly Connect meetings give all staff an opportunity to hear in-person updates from the senior team and to ask questions.

Our website is used to share information both within the CCG and further afield. The website also incorporates a 'GP Portal' section which hosts information and documents specifically for our GP members.

We have also established a Constitution and Inter-Practice Agreement, which together set out how we will ensure that we are well governed and accountable to both our member GP practices and the local population. The Constitution describes the relationship between the Governing Body and our membership and the democratic processes to appoint the organisation’s leadership team; the Inter-Practice Agreement details the local working arrangements between member GP practices working in GP clusters.
In our first year as a CCG we met all of our statutory duties, exceeded many of our financial duties and achieved or exceeded all the national targets for cancer waiting times set by the Department of Health.

We kept the cost of running the organisation down to the amount we were given for this purpose, which is equivalent to £25 for each person registered with a GP in Nottingham City. We have a target of paying 95 per cent of our invoices within 30 days; during 2013/14 we far exceeded this target.

We also achieved the end-of-year financial position that we had agreed with NHS England.

We performed well in many areas against national targets, but we are working with the other local CCGs, the Urgent Care Board and the Area Team to improve performance within the Emergency Department at Nottingham University Hospitals NHS Trust.
Our performance (continued)

The number of people being seen in the Emergency Department within four hours during the last year did not meet the national target of 95 per cent and we know that this is unacceptable to patients and an important area for improvement over the coming year.

We also know that our population is changing and it will become more and more difficult to provide enough high quality health and social care for everyone in Nottingham City with the money we have available. This is because people are living longer than ever before and whilst this is positive, it means the number of older people is increasing, with more people living with long-term conditions such as diabetes and heart disease.

These issues mean more demand on NHS and local authority (social care) services, all of which cost money. This is a problem across the whole country, not just in Nottingham City. We have already made some changes to save more money, reduce waste and improve productivity and we, along with CCGs all over the country, are working together with our partners to find ways to work more efficiently over the next five years so that we can continue to provide the health and social care services that local people need for many years to come.
Contact us

This document can be made available in large print and other formats, including translations, upon request.

If you would like a copy in another format or language, please contact the Communications Team on 0115 912 3384.

For more details about health services and how to access appropriate services out of hours or in an emergency, please visit www.nottinghamcity.nhs.uk, call the Patient Experience Team on 0115 883 9570 or email patientexperienceteam@nottinghamcity.nhs.uk. You can also visit www.nhs.uk or call NHS 111.

You can write to us at:

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Or call us on: 0115 845 4545

The full annual report and accounts and answers to many questions are available on our website: www.nottinghamcity.nhs.uk