

Your NHS in Surrey Heath

Annual Report Summary 2019/20

This year has been one of the most challenging years in NHS history. Here in Surrey Heath, as well as nationally, we have had to respond to one of the biggest issues that health and care organisations have faced in a generation. We have had to rise to the challenges presented by Coronavirus Disease 2019 (Covid-19), which has changed the way we are able to provide high quality and safe services for local people.

In 2019 we came together with our two neighbouring clinical commissioning groups (CCGs) to form the Frimley Collaborative of CCGs to support the communities across Surrey Heath, East Berkshire and North East Hampshire and Farnham. I am very proud to be the Clinical Chief Officer for this newly formed Collaborative and through our strong partnership and working with our providers we have been able to respond robustly to Covid-19.

I would like to thank you, your family and neighbours of Surrey Heath and Ash Vale who,

throughout the start of the pandemic took the time to clap each Thursday evening. Your heartfelt support to all frontline staff and key workers was very much appreciated during such a challenging time.

In 2019-2020 we were once again rated as 'outstanding' by NHS England and NHS Improvement. We have had another year of success with standout projects that will help make a difference to local people's lives, their health and wellbeing. Together, we have made some significant developments and changes for the benefit of our local population this year. Inside this Year in Review we will share more details on these projects and the differences they have made.

We know that 2020 has been, and continues to be, a tough time for us all in the community. Thank you for your continued support of the NHS in these unprecedented times.



Dr Andy Brooks
Clinical Chief Officer



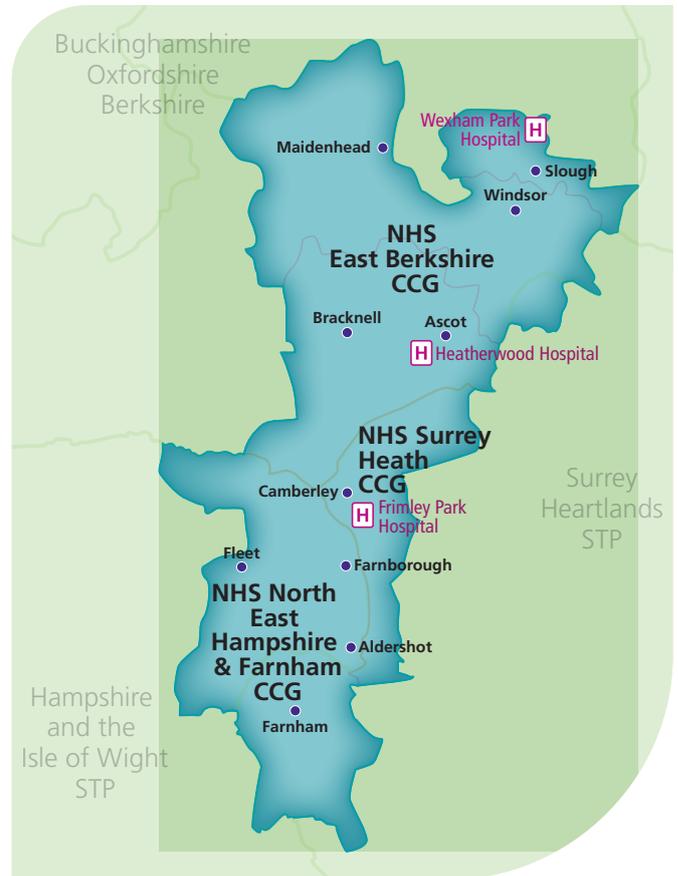
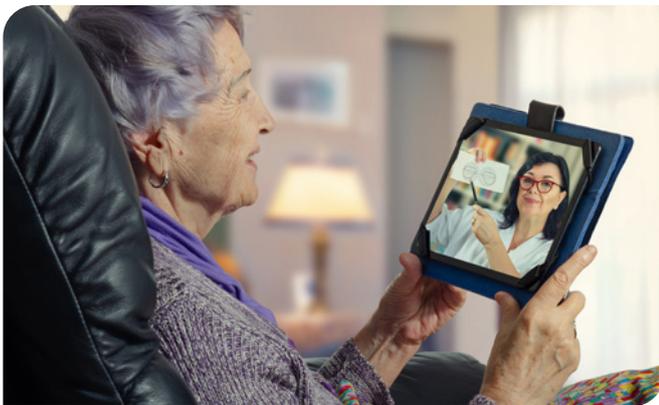
Working together for our local communities

People's health and wellbeing remains at the forefront of all those working as part of the Frimley Health and Care Integrated System (ICS).

The ICS brings together local authorities, NHS organisations and the voluntary sector, to work with local communities and staff to improve the health and wellbeing of people and to use resources more effectively.

This has never been more evident than in recent months, where partnership working has stood strong with everyone pulling together and making remarkable progress to respond to the ongoing Covid-19 pandemic. Rapid changes have been made to some services to ensure patient and staff safety.

Despite real concerns at the outset that health services may have become overwhelmed, the ICS has been able to ensure that patients who have needed urgent hospital care have been able to receive it. This has applied to both Covid-19 and non-related Covid-19 conditions, with the NHS remaining open at all times.



Patients have continued to access GP services albeit in a different way. To protect patients and staff alike, and to tackle the spread of the virus, GPs, practice nurses and other primary care clinicians have massively increased their use of technology – online, phone and video consultations – to ‘see’ patients while complying with the necessary social distancing restrictions.

Traditional models of health care which had needed modernising have transformed at pace, with decisions being made quickly, based on the needs of individuals.

As we enter the next stage of our system-wide response, we will be bringing back services that may have been reduced in light of Covid-19, whilst ensuring that local people feel confident in engaging with the NHS, especially as we enter the winter months.



Our achievements

Prevention programmes for 2019-2020 included:

- In partnership with the One You service, we set up stop smoking services with manual workers at Surrey Heath Borough Council (SHBC) depot and with the Hope Hub homeless service.
- Working with NHS England, East Berkshire CCG and North East Hampshire and Farnham CCG we held a successful Diabetes Prevention Programme. The programme offers intensive support and health advice to try to prevent the onset of diabetes.
- We ran a successful falls workshop in Surrey Heath to identify priority areas relating to falls prevention. Feedback from this workshop has been used to make recommendations locally and across the ICS.

Innovative and integrated community service

A new-look adult community health services started in April for Surrey Heath and North East Hampshire and Farnham residents. Better, joined-up care closer to home, is the aim of a new ground-breaking partnership with Virgin Care and Frimley Health NHS Foundation Trust. Under the new contract, nursing, specialist practitioners, therapies, podiatry, speech and language services, rehabilitation, intermediate care and community hospital beds are linked much closer with primary care (GP) services and organised around local communities.



Homeless community

In partnership with The Hope Hub charity, we have been able to provide a mental health support worker at the Hub; stop smoking advice and support; information on medicine management; foot care session; diabetic eye screening; flu jab clinic; and blood pressure testing.



What our staff say

In national staff survey 2019, the CCG ranked 5th of all the organisations taking part, continuing to be one of the top rated CCGs by its staff.



Exceptionally high quality family doctor services

All General Practices in Surrey Heath have been rated good or outstanding by the Care Quality Commission.



What we spent



£75.9m



£75.9m on acute services (mainly hospital services)

£12.1m



£12.1m on community services

£13.7m



£13.7m on prescribed medicines

£12.5m



£12.5m on mental health and learning disabilities

How to get involved – your voice counts!

Here at NHS Surrey Heath Clinical Commissioning Group we want patients to be at the heart of everything we do. Patients have a right to be involved in the planning and decision making regarding their health and care and the right to information and support which will enable them to make informed decisions.

Good engagement results in:

- improved services for all;
- better outcomes and patient experiences;
- better understanding of how to care for yourself; and
- better understanding of which service you need.

There are many ways to get involved and participate in making your health services better. We want to involve, engage and listen to you about the services that matter most. Your voice will form part of a range of views that can make real, constructive changes to how we develop and deliver services.

You can make a suggestion via our website, call us, attend a local meeting, become a Community Representative, participate in a survey, focus group or go along to one of the many events in your community.

For more information on how to get involved and how local people have helped shape our work and your health services to date visit www.surreyheathccg.nhs.uk/get-involved



How to contact us:

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