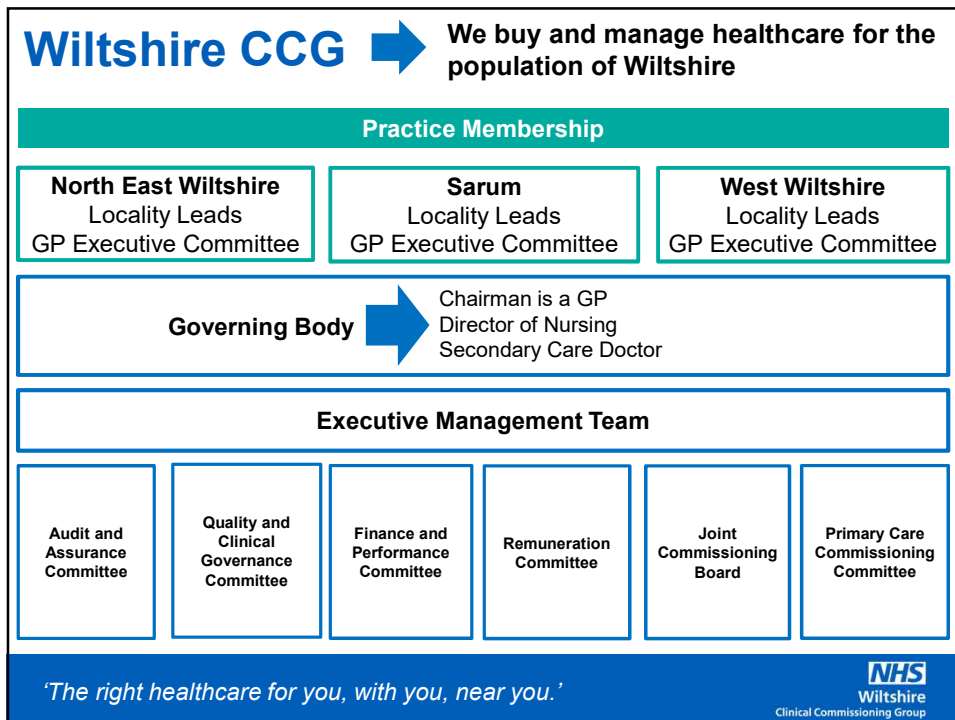


Wiltshire CCG

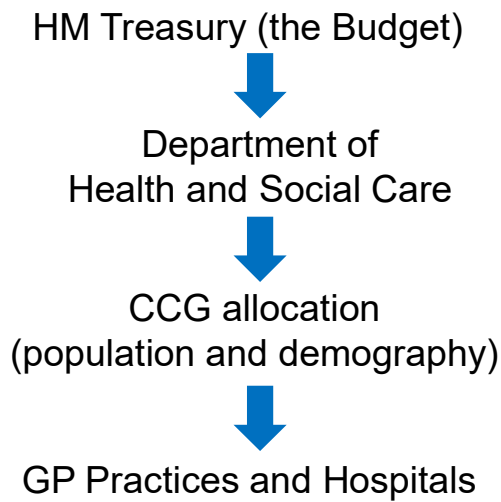
An update for Southern Area Board

Linda Prosser, Interim Chief Officer
 6 September 2018

'The right healthcare for you, with you, near you.'



How the NHS is funded



£602.5m

Wiltshire CCG
2018/19 Budget

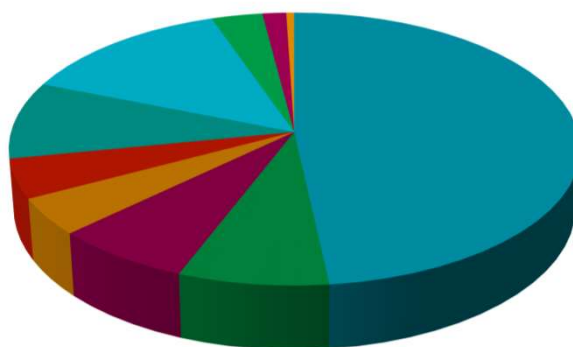
490,000

Wiltshire population

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How we spend our money



- Acute services 48%
- Mental health services 8%
- Community services 7%
- Continuing care services 4%
- Better Care Fund 5%
- Delegated primary care commissioning 9%
- Primary care services 14%
- Other programme services 3%
- Running costs 2%
- Contingency <1%

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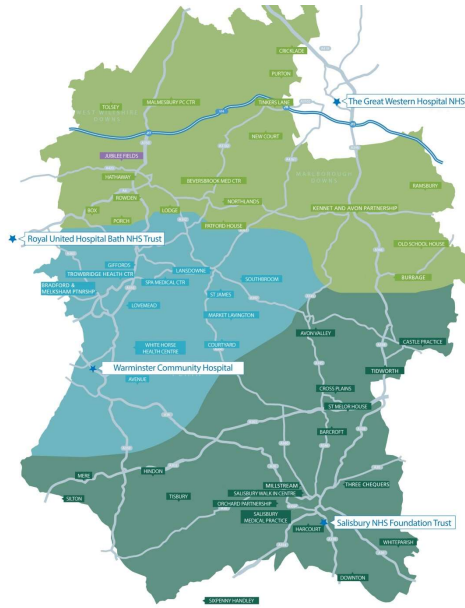


GP Practices

49 Wiltshire Practices

3 Localities

- North East
- West
- Sarum



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<p>Community hospital beds</p> <p>88 beds Across Sarum, Wiltshire and Chippenham. Also delivers services in Trowbridge and Melksham hospitals</p>	<p>Stroke and Neurological Services</p> <p>Early Supported Discharge Service Discharges patients as early as possible and manage them in the community</p>	<p>Continence</p> <p>Delivery Bowel and bladder dysfunction service £755,398 Spend on products in 2016/17</p>	<p>Chronic Obstructive Pulmonary Disease</p> <p>Delivery Provides pulmonary advice and community exercise (PACE) interventions for COPD</p>	<p>Core Community Teams</p> <p>14 teams Wrapped around primary care 30,000 Patient contacts each month</p>	<p>Community teams for people with learning difficulties</p> <p>In-home support Health and social care jointly provided with the local authority</p>	<p>Diabetes</p> <p>£10 billion NHS yearly spend on diabetic care Community services Patients jointly reviewed by clinicians without attending a surgery</p>	<p>Dietetics</p> <p>Diet and nutrition Advice, particularly diabetic patients Prevention Works closely with Public Health and their prevention agenda</p>	<p>Fracture Clinic</p> <p>On-going care Outpatient clinics for patients diagnosed with a fracture or soft tissue injury</p>
<h2>Adult community health contract</h2>								<h2>18 Services in the contract</h2>
<p>5 years</p> <p>Commenced in July 2016, lasting until July 2021</p>	<p>£40 million</p> <p>Approximate yearly contract value</p>	<p>Wiltshire HEALTH AND CARE</p> <p>Chosen provider</p>	<p>RUH, SFT, and GWH</p> <p>Unique partnership formed by the local foundation trust</p>	<p>Contract team</p> <p>Shelley Watson, Tim Burns, Gail Warnes, and Melanie Stovold</p>				
<p>Wheelchairs</p> <p>Long term mobility problems Wheelchair services for people of all ages Workshop The service has a repair workshop in Melksham community hospital</p>	<p>Hearing Therapies</p> <p>Learning disabilities Help patients with learning disabilities with their hearing Hearing loss or tinnitus The service also provides support for adults</p>	<p>Minor Injury Units (MIU)</p> <p>2 MIUs Trowbridge and Chippenham 46,000 Patients seen at our MIUs each year Injuries unit Does not provide services for minor illnesses</p>	<p>Orthotics</p> <p>Definition 'an external device used to modify the structure and function of the muscles and bones' Not just feet Can include ankle braces, callipers, hernia trusses and insoles</p>	<p>Outpatients</p> <p>Staffing resources and facilities Ensures specialist clinics provided by community services are fit for purpose and of a high standard</p>	<p>Physiotherapy</p> <p>2,500 Referrals received each month Rehabilitation Treatment for children and adults registered with a Wiltshire GP</p>	<p>Podiatry</p> <p>Treatments Include surgery, sharp debridement, wound management and footwear advice</p>	<p>Speech and language therapy</p> <p>Assessment and management For adults with 'acquired' progressive conditions and learning disabilities</p>	<p>Tissue Viability</p> <p>Direct care and advice and support Care for patients with tissue viability conditions e.g. complex wounds</p>
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Targets and assurance



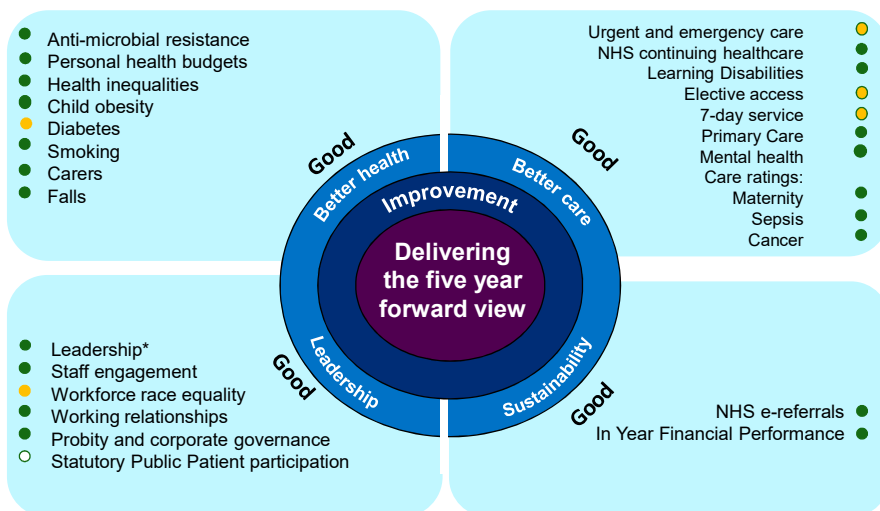
- NHS Constitution
- Improvement and Assurance Framework ratings
- Care Quality Commission
- NHS England
- NHS Improvement
- Government targets

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Our 2017/18 Q4 IAF self-assessment

135 targets in total!



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How your local GP practice is fairing...

National GP Patient Survey

CQC ratings

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National GP patient survey

The GP Patient Survey is an England-wide survey, providing Practice-level data about patient's experiences of their GP Practices.

In Wiltshire:

11,451 questionnaires were sent out to patients

5,696 were returned completed

50% response rate

All data is taken from the latest / August 2018 publication
(fieldwork January-March 2018)

What the survey measures:



- Making appointments
- Perception of care at appointments
- Managing health conditions
- Practice opening hours
- Services when GP Practices are closed

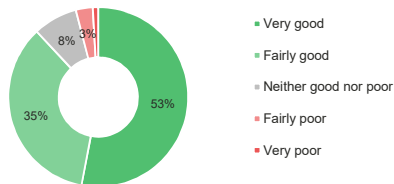


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Overall experience of GP Practice

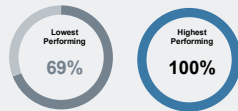
CCG's results



Comparison of results

CCG	National
88%	84%
Good	Good
4%	6%
Poor	Poor

Practice range in CCG – % Good



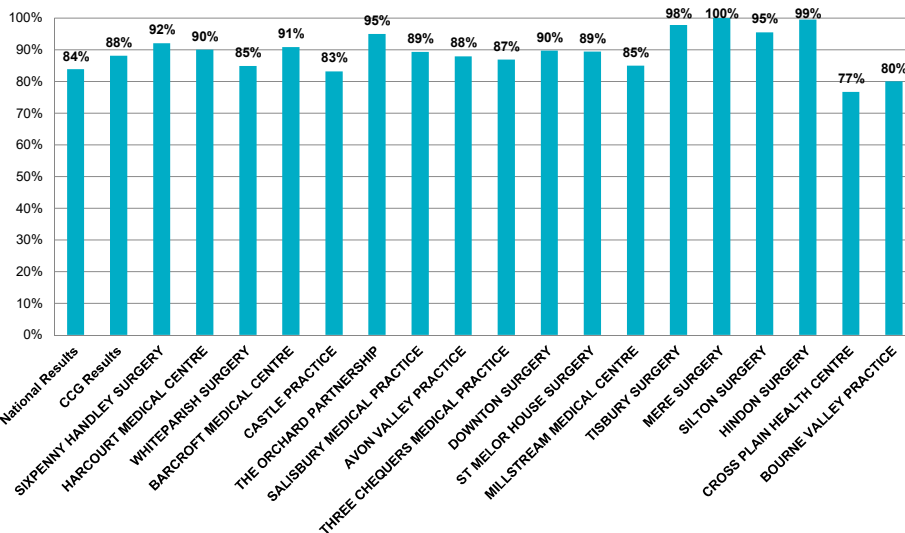
Local CCG range – % Good



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Overall experience - Sarum GP Practices

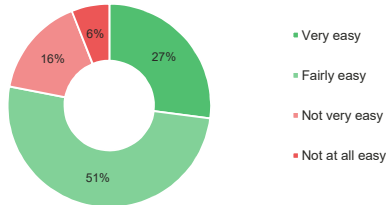


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Ease of getting through to Practice on the phone

CCG's results



Comparison of results

CCG	National
77%	70%
Easy	Easy
23%	30%
Not easy	Not easy

Practice range in CCG - % Easy

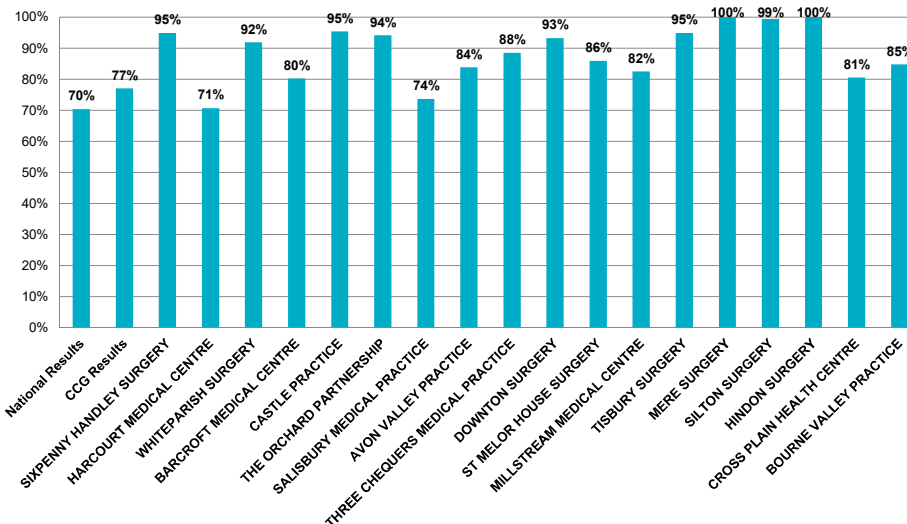


Local CCG range - % Easy



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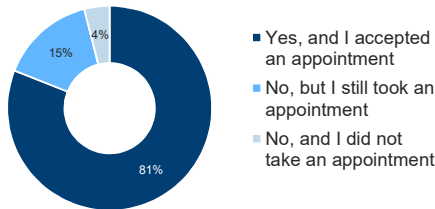
Ease of getting through to Practice on the phone – Sarum GP Practices



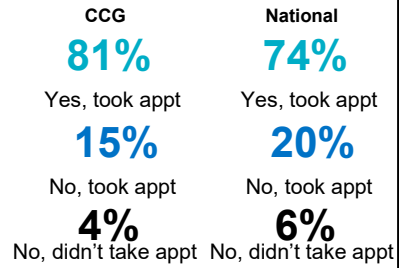
'The right healthcare for you, with you, near you.'

Satisfaction with appointment offered

CCG's results



Comparison of results



Practice range in CCG - % Yes



Local CCG range - % Yes

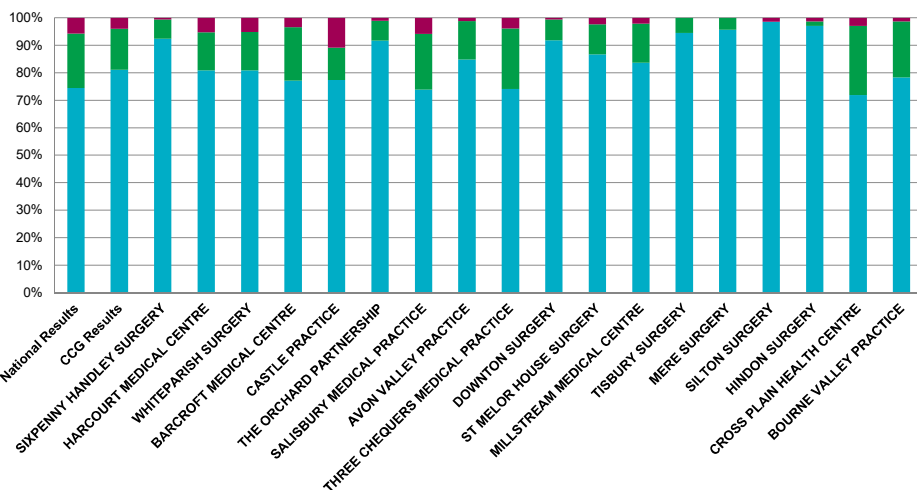


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Satisfaction with appointment offered – Sarum GP Practices

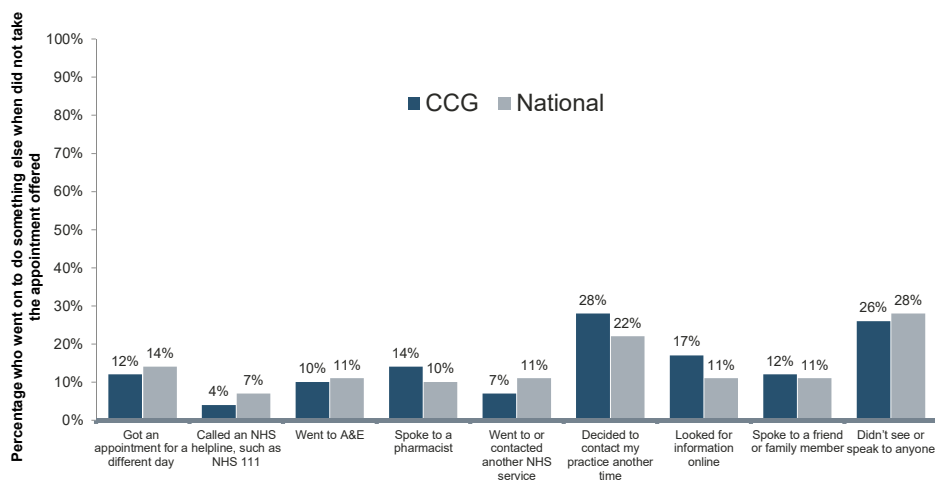
■ % Yes, and I accepted an appointment ■ % No, but I still took an appointment ■ % No, and I did not take an appointment



'The right healthcare for you, with you, near you.'



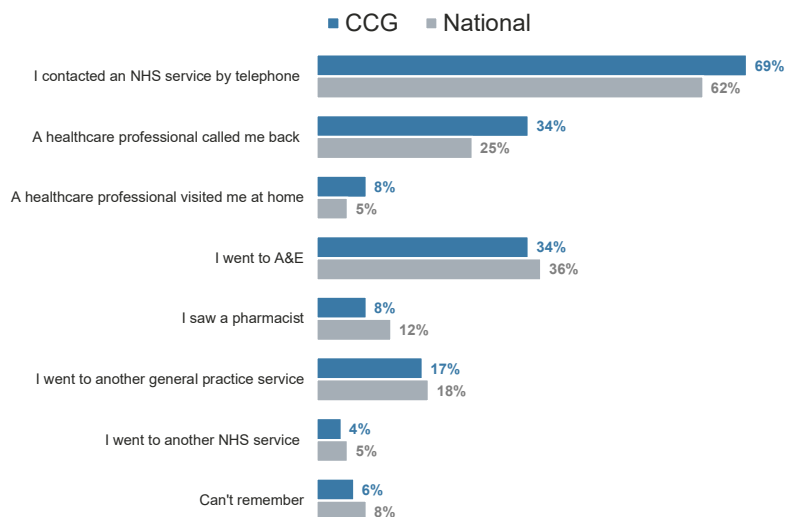
What patients do when they don't take the appointment offered



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Use of services when the Practice is closed



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CQC overall ratings

Sixpenny Handley Surgery	Good
Harcourt Medical Centre	Good
Whiteparish Surgery	Good
Barcroft Medical Centre	Requires Improvement
Castle Practice	Good
The Orchard Practice	Good
Salisbury Medical Practice (Fisherton House)	Outstanding
Avon Valley Practice	Good
Three Chequers Medical Practice	Outstanding
Downton Practice	Good
St Melor House Surgery	Good
Millstream Medical Centre	Good
Tisbury Surgery	Good
Mere Surgery	Good
Silton Surgery	Good
Hindon Surgery	Outstanding
Salisbury Plain Health Partnership	Not yet inspected

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