



January 2017 – Edition 5

## Strong turnout at STP events as local people have their say

During December 2016 and January 2017, NHS North Durham CCG have been holding a series of events to start having conversations about the draft Sustainability and Transformation Plan (STP) with patients, local people and key voluntary and community organisations.

We have set up a specific page on the CCG website with all of the information about the draft plan, <http://www.northdurhamccg.nhs.uk/involve-me/stp/>. This includes a copy of the full technical document, as well as a summary version and a 'frequently asked questions' document (which we will be periodically updating).

### What is the draft plan?

The draft plan is one of 44 such plans being developed across the country in response to NHS England's Five Year Forward View (5YFV), a national plan that set out a vision for a better NHS. The sustainability and transformation plan (STP) for Northumberland, Tyne and Wear, and North Durham describes an approach to how the vision of the 5YFV could be delivered locally by 2021.

It sets out proposals to:

- Improve health inequalities
- Ensure safe and sustainable local health and care services
- Fill a funding gap that could be as large as £641m by 2021

The STP is built on lots of work that has already begun across the area and it sets out proposals, which if taken forward, would mean that by 2021:

- The health inequalities in the area will be reduced to be comparable to the rest of the country
- The area will have thriving out of hospital services that attract and retain the staff they need to best support their patients
- There will be high quality hospital and specialist care across the whole area, seven days a week



### How have local people been contributing to the draft plan?

Following the publication of the draft STP (23 November 2016) a programme of engagement has been running for a period of eight weeks (up until the 20 January 2017) to raise awareness of the proposals and listen to any ideas or concerns about the detail of the draft plan. In North Durham we have committed to delivering five public sessions for people to hear from CCG staff and put their comments and questions to them directly during this time.

Michael Houghton, Director of Commissioning and Development said: "The views of local people are very important to us and it was good to see that people were passionate at our engagement sessions and have taken such an active interest in the draft plan."  
*(continues on next page)*



"In developing our draft STP we have considered the needs of the population of North Durham

"The draft plan is just that: a draft, and no decisions have been made. We will continue to engage with and speak to local people over the coming months, with a formal public consultation likely to take place in the summer of 2017."

The information gathered during this initial phase of engagement will help to shape the next version of the STP. The updated version of the draft plan will then be formally consulted upon as a draft strategic plan for the region. Any subsequent potential proposals to do any major changes to NHS services will be subject to a programme of formal public engagement and consultation in the future.

## New Public Reps take their seats

During September and October 2016, NHS North Durham openly recruited to the three public representative members to be part of our Patient, Public and Carer Engagement Committee. This group brings together patients, public and key voluntary and community sector representatives to work with the CCG on engagement activities and contribute to discussions regarding local services.

We are very pleased to announce that we have successfully recruited to the three positions. The new public representatives are:

- John Hitchman (new appointment)
- Paul James (new appointment)
- Stephen Hann, (existing public member who reapplied)

We would like to take this opportunity to thank the two outgoing public representatives, Betty Gibson and Susan Garratt, who on this occasion did not wish to continue their involvement. We have been very grateful for the fantastic contributions they have made to the group during their time and we certainly hope to see them involved in other ways in the future.

## Antibiotics aren't always the answer

**Antibiotics save lives** – but using them wisely is the only way to preserve their strength for the future. Many winter illnesses such as colds, sore throats and flu are caused by viruses which don't respond to antibiotics. Antibiotics only fight infections caused by bacteria.

Bacteria can adapt and find ways to survive the effects of an antibiotic. In this way, they become 'antibiotic resistant' so that the antibiotic no longer works. The more an antibiotic is used, the more resistant bacteria become.

Antibiotics can also upset the natural balance of bacteria in your body, which allows other, more harmful bacteria to increase. This can cause diarrhoea and thrush.

It's important that we use antibiotics the right way, to slow down resistance and make sure these life-saving medicines remain effective for us and future generations.

Dr Andrea Jones, Chair of Darlington Clinical Commissioning Group said: 'To prevent antibiotic resistance the best thing we can practice is self-care. This means keeping fit and healthy, as well as knowing how to take medicines, treat minor ailments and seek help when you need it. If you have a long-term condition, self-care is about understanding that condition and how to live with it.'

**Antibiotics aren't always the answer.**



## Patient safety at the heart of urgent repairs

Concerns about the integrity and condition of the water supply system in the tower block of Shotley Bridge Hospital were highlighted to the CCG and CDDFT in a detailed facilities report provided by NHSE Property Services in August 2016.

A task and finish group recently considered and acted upon concerns raised by NHS Property Services. Work on this led to the temporary closure of the in-patient ward in order to avoid any risk of harm to those patients.

More detailed information about the water system has now been provided and urgent repairs have been undertaken.

Further work is being planned to meet a number of building compliance standards i.e. legionella, fire etc. This work will be done at the earliest opportunity. Once this work is completed then options to re-open the ward as quickly as possible will be considered ensuring patient safety.

### Next Steps

A strategic planning group will be developed to consider future options for investment in Shotley Bridge Hospital alongside other options for future new provision of healthcare facilities in the Consett area. The strategic planning group will be multi-stakeholder and will have public involvement.

## Patient Congress October 2016

The CCG hold regular public events across the area and on 18 October they invited members of the public, patients and local voluntary sector representatives to join them in discussions regarding future plans.

The event was opened by Dr David Smart, the Clinical Chair of the CCG, who gave an update on progress that has been made over the last year to aid patient treatment across a number of areas including;

- Plans for 'digital integration' and safe information sharing across the North East between local doctors, hospitals and community services
- The launch of Personal Health Budgets (for people with a Learning Disability)
- Increasing access to physiotherapy in GP practices, as well as a range of online support tools
- Continued rollout of the new Diabetes care model

Dr David Smart



Dr Smart also provided an overview of regional developments as NHS North Durham CCG plan to work with other neighbouring CCGs to tackle wider healthcare issues as well as local ones.

Attendees were directly involved in discussions with staff from the CCG, including Clinicians on their tables. Together they looked at the development of 'Community Hubs' and the review of Mental Health services for children and young people.



The very early discussions about potential ‘community hubs’ asked people which types of services and support could be provided through them. Using the information from these table discussions the following ‘Wordle’ has been created. This captures all of the suggestions that were made by participants at the October Patient Congress event for potential services that could be included in a hub. The larger the font size a word appears, the more frequently it was suggested across the various groups and discussions that took place.



There was also the opportunity to add further comments to a piece of work that had gathered widespread views of young people over the previous three months about local Mental Health services. In particular, attendees were asked about how parents and carers could be best supported as well as what could be done to ensure that the voice of children and young people is heard.

## Helping to improve people’s health and wellbeing

Within County Durham there is a tradition of partnership working which has been well established over many years. As a consequence the integration of health and social care is already a shared agenda and there is a clear consensus that redesigning services around individuals with health and social care needs provides the best opportunity to improve people’s wellbeing, reduce health inequalities and achieve better outcomes.

In order to progress further the development of integrated services, alongside the requirement of a senior level of shared leadership on integration, Lesley Jeavons, former Head of Adult Care in Durham County Council has recently been appointed to the role of Director of Integration working on behalf of all the statutory organisations. Part of Lesley’s work will be to take forward the Community Hub project which is looking a developing community hubs with teams based around primary care to improve services and ease pressure on GPs. The Community Hub model will include community and voluntary services, GPs, adult social care and mental health services. Lesley is already involved in engaging with localities to explore with people the benefits of the new model and how it can be taken forward.



Lesley is a health professional by background and has worked at a senior level in both the NHS and Local Authority for many years. She is delighted to be working alongside colleagues in both health and social care on the Integration agenda and looks forward to developing new approaches that which provide better outcomes for service users within the County.



## Young people help review mental health service plan

Working in conjunction with local partners Investing in Children (IiC) and Durham Community Action (DCA), NHS North Durham CCG undertook an extensive period of engagement as part of the review of the plan for Mental Health and Emotional Wellbeing services for young people. The County wide Children and Young People's Mental Health, Emotional Wellbeing, Resilience and Transformation Plan is being delivered jointly by local NHS services, Durham County Council and Education.

During August – October 2016, over 400 young people (as well as some parents and carers) contributed to the review of the plan for mental health services for young people across more than 30 events. These included a range of public events as well as specific young people sessions that were delivered directly by young people themselves to engage effectively with their peers.

The conversations focussed on things like;

- Understanding what emotional well-being means to a young person
- Knowing where a young person looks to go for help and support and the ways they would like to be able to receive this
- It also looked at how families can be involved and supported if a young person found they were struggling to cope

A summary of the key recommendations made by the young people who took part can be seen below;

### Choice

- To be able to access information, advice and support though a range of different ways
- To be able to choose the type of support that is best for their individual needs

### Education

- Help people to understand and accept what someone with mental health problems may be going through to help tackle stigma and discrimination
- Increase support for teachers to develop the skills to support children and young people struggling to engage in school.
- Have a designated person and a space where young people can talk and can go to, to get help in schools

### Lived experience

- The opportunity to speak to someone they can relate to who has been through what they have and has “come out the other side”

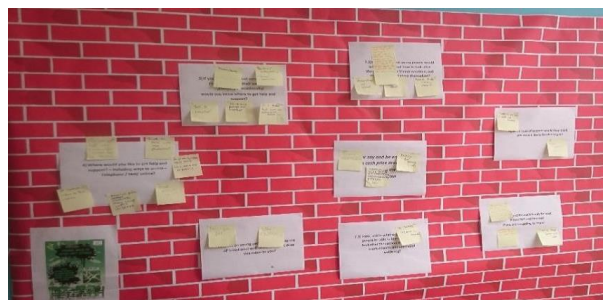
### Trust & Confidentiality

- Young people want to talk to someone they can trust and someone who will respect their confidentiality (which would only be broken if the young person is at risk)

### Access to Information

- Better promotion of the support and advice that is available to children and young people and their families

All of this information was used to update the plan and work that will look to be delivered in the next year by the partners involved. Since the review some specific working groups have been established and an updated version of the plan was submitted to NHS England in October 2016.



## Local GP practice gets recognition for its work with young people

One of our local surgeries (Bridge End in Chester-Le-Street) has been successful in renewing their 'Investing in Children Membership award'.

The 'Investing in Children Membership Award' recognises and celebrates examples of imaginative and inclusive practice towards working with young people. Investing in Children members are those services that can demonstrate a commitment to **dialogue** with young people that leads to **change**.

### Examples of evidence of dialogue and change:

- Improvements to the younger children's waiting area
- Better access to information for older young people
- Introduction of weekend Sexual Health clinic
- Introduction of Surgery Facebook page
- Development of young person's feedback forms in top waiting room

### Benefits of the Investing in Children Membership Award™:

- By seeking evidence from children and young people themselves, it shifts power to them. It provides an opportunity for children and young people to *experience* a sense of being active citizens
- The process is progressive. Evaluation reports not only acknowledge and celebrate successful dialogue and change – they also contain recommendations for further work, which are then the subject of future appraisal. It gives direction for what your organisation is doing right and needs to do more



- Shows all involved in the service that as an organisation you listen and act upon what young people tell you
- Holders of the Membership Award™ regularly use this as evidence of achieving certain standards in routine service inspection regimes (Ofsted, the English Children's Services and Schools Inspectorate)

## Ways to find out more

These newsletters are produced and circulated every three months. If you can't wait that long for updates on what is happening there are lots of other ways to see information about what NHS North Durham CCG is doing.

- You can find regular updates and information about events on the CCG website ([www.northdurhamccg.nhs.uk/calendar/](http://www.northdurhamccg.nhs.uk/calendar/)) and specific opportunities for patients and local people to contribute through the 'Involve me' section of the website ([www.northdurhamccg.nhs.uk/involve-me/](http://www.northdurhamccg.nhs.uk/involve-me/))
- If you want our information to come directly to you then you can always 'like' our Facebook page ([facebook.com/northdurhamccg/](https://facebook.com/northdurhamccg/)) or alternatively follow us on Twitter ([@NorthDurhamCCG](https://twitter.com/NorthDurhamCCG)) to see all of the updates and information that is available.

