

2017/18

ANNUAL REPORT SUMMARY



Delivering joined up solutions

Welcome

From the CCG Chair & Chief Officer



Mr Mark Webb

CCG Chair



Dr Peter Melton

CCG Chief Officer

2018 sees the NHS celebrate its 70th birthday. Since its establishment by Nye Bevan in July 1946 as the climax of a hugely ambitious plan to bring good healthcare to all, the NHS has constantly evolved. It is more important than ever it continues to adapt as local health and care needs change.

We have seen significant improvements in the life expectancy of the population and people often live for many years following illnesses which in the past they would not have survived. As medicine continues to advance and communities change, the NHS faces significant new challenges. Not only is the population getting bigger, it is getting older, and people

not only have greater needs for health and care than the NHS has had to provide for before, they also need different kinds of care.

Through the work of the NHS and our partners in local authority, the face of health and care is changing both through developments in medical technology and advances in the kinds of support that can be provided to people outside of hospital.

Health organisations are mindful of this and have understood for some time they can no longer work in isolation. Our CCG continues to collaborate with different health, care and voluntary organisations from across the Humber area to tackle some of the big issues facing health and adult social care.

As part of this work we are looking at how to provide the best possible hospital services for people living in the Humber area both now and for future generations and make the most

of the money, the caring and highly skilled staff and the buildings available to us within the five hospitals in the Humber region. This may include delivering some aspects of care outside of hospital altogether to better meet the needs of local people. We will keep you up to date on the progress of the Humber Acute Services Review over the coming months on the CCG website.

The CCG and North East Lincolnshire Council continue to work together to improve advice, information and care services to support local people to enjoy a good quality of life, recover from periods of ill health as close to home as possible, make healthier choices and remain active, engaged and independent for as long as they can. We also want to encourage local communities to do more for themselves and for each other to improve wellbeing.

“Both the CCG and Council are in the business of wellbeing. It makes a lot of sense for us to focus, together, on these wider determinants of health – supporting people to have a decent job, a decent home, a decent education and the social mobility this brings.”

While health and local government have been working very closely together in North East Lincolnshire since 2007, strengthening the relationship through what has been called the “Union” is now seeing the area’s two largest strategic commissioners move towards a single leadership team, overseen by a Board comprising an equal number of elected members and clinical leaders. Appointing Rob Walsh as our joint chief executive in July 2017 was the next natural step although combining resources and capacity is not restricted to the leadership tier and teams across the two organisations are currently exploring exciting new ways of working to directly benefit our local communities.

Housing is an important determinant of wellbeing. This includes being supported to live as independently as possible and recover from ill health in the place you call home. The Strand Court development in Grimsby has proven a great success, enabling people

who need more support to be able to live in their own apartment and enjoy being able to come and go through their own front door. There will be two further Extra Care Housing schemes developed with work to begin on the second soon. Additional work to ascertain local housing needs, changes in population, and how this will impact on local health services is underway so we have a joined up approach to meeting these local needs.

North East Lincolnshire already has an excellent track record supporting people with additional needs to enjoy as independent a life as possible and we continue to work with Humber Transforming Care Partnership to make sure children, young people and adults with a learning disability and/or autism have the same opportunities as anyone else to live satisfying and valued lives.

We work with providers to make sure local patients receive appropriate and quality services, and this is particularly important when quality issues have been highlighted. We have been working closely with our non emergency patient transport provider, TASL, to address ongoing performance issues. This has involved regular meetings with the TASL senior management team to understand governance issues and incident management and the CCG is supporting TASL to make the necessary improvements with regular site visits.

We also continue to work with our hospital trust as it tackles

some of its continuing difficulties such as high vacancy levels, long waiting lists, structural and operational financial deficits and estates and equipment problems.



We continue to be rated amongst the top performing CCGs in the country in terms of Dementia and Diabetes. We are also rated good for Mental Health.

While there was room for improvement in how we performed against the standard for patients receiving their first cancer treatment within 2 months of referral, a great deal of work is underway both locally and with the Humber Coast and Vale Cancer Alliance to improve pathways as well as awareness of symptoms and early diagnosis work which can vastly improve outcomes for patients.

The winter months brought unprecedented challenges to the NHS and local authority in North East Lincolnshire (and, of

course, the rest of the country).

Winter takes a serious toll on the health of our communities, especially older or frail people or those living with long term conditions, and we saw large numbers of patients this year who became poorly enough to need to go into hospital. With our main health providers, we have been working together to support additional bed capacity in the system and to start to work on a longer term solution to the capacity pressures that arise not just during winter. This kind of joint working will prove to be the groundwork for local organisations going forward together as an alliance.

While we once again talk about addressing challenge in our Annual Report we must remember that often out of difficult times come partnership, innovation and better ways of working.

Healthcare has evolved dramatically over the past 70 Years and exciting developments are set to continue throughout this birthday year of the NHS and beyond here in North East Lincolnshire, including delivering a new Social Prescribing service, refreshing how we provide telecare health support at home and developing our primary and urgent care services.



On behalf of the CCG Partnership Board, we are delighted to present our Annual Report for 2017/18, and, once again, place on record our most heartfelt thanks to our entire team, including managers, staff, community members and partners, for their continued, enthusiastic support over the past 12 months.

AT A GLANCE GUIDE TO NORTH EAST LINCOLNSHIRE

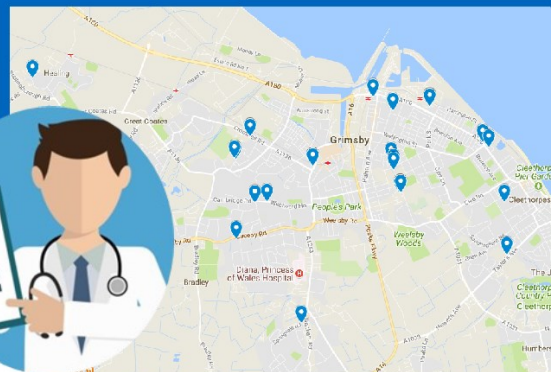
Main towns **Grimsby, Cleethorpes & Immingham**
Population **159,144**
Area **192 sq km**



12 modern Primary Care Centres house most of the 27 GP practices who provide health services to families living in Grimsby, Cleethorpes, Immingham and rural North East Lincolnshire.

The CCG is made up of GPs, others who work in health or care and members of the public who are not NHS employees. They work together to plan and buy healthcare services for our local area.

Each year we are told by the Government how much money we can spend on local health and care. **In 2017/18 this was £226.383 million.** This money has to be shared across the very wide range of services that people in North East Lincolnshire need.



When we say "Health Services" we include **life-saving emergency care**, the treatment of **acute physical and mental illnesses**, routine **family health care** and managing **long term health difficulties**. Long term

health conditions include dementia, heart and breathing problems, diabetes and their complications which we see a lot of locally.



We are also responsible for **Adult Social Care**. These are support services delivered by our partner organisations for adults who need different levels of practical support because of illness, disability or old age.

There are about **16,500 people** with a caring responsibility in North East Lincolnshire.



Almost 20% of the population is of pensionable age and this is expected to rise to almost 27% by 2039.

One of our main duties is to "balance the books", while still making sure local people have high quality, safe & affordable services, delivered by skilled people who care about what they do. Health & care organisations have been working together to develop new & innovative ways of doing this and **the CCG continued to operate in financial balance in 2017/18.**

However, we still need local people to help us to help them by using NHS services wisely & choosing the most appropriate service for their needs.



For advice about choosing the right NHS service visit
www.northeastlincolnshireccg.nhs.uk/choosewell

How we are doing



Reflecting on our performance for 2017/18, our system has performed well against a number of challenging targets but we still have areas where we would like to improve.

Areas of particular scrutiny in 2017-18 for North East Lincolnshire CCG were:

Despite a number of initiatives being put in place to address performance issues, the CCG has missed its Referral to Treatment Time target, with 73.79% of patients waiting less than 18 weeks. NHS England's National Emergency Pressures Panel also extended the deadline for deferral of all non-urgent inpatient elective care, to free up capacity for the sickest of patients and as yet it is unclear what effect this will have on the performance of this measure.

Treating patients within four hours in A&E (Accident and Emergency departments) has been a national challenge through 2017/18. A number of measures have been implemented and we have seen a sustained improvement from the Summer position with Q3 performance for the Trust being 90.6%. Our current year to date position shows NLaG at 86.20%, which is below the All England average figure of 88.71%, with 80.82% of patients treated at DPoW seen within four hours. This remains a key area of challenge for 2018/19.

Cancer waiting times (62 Days) – The year to date performance for this measure is 79.47% at January 2017 against the national standard of 85% of patients receiving first definitive treatment for cancer within two months (62 days) of an urgent GP referral for suspected cancer. There have been issues with both late referrals and capacity problems with Providers. This also remains a key area of challenge for 2018/19.

Areas of particular success in 2017-18 for North East Lincolnshire CCG were:

Estimated diagnosis rate for people with dementia – North East Lincolnshire CCG stood at 71.3% at January 2018 against the national target of 66.7%.

NELCCG's rate of non-elective spells per 1000 patients performance is in the best quartile when compared nationally and we currently have the lowest rate of admission against our statistical peer group of CCGs who share a similar demographic profile. North East Lincolnshire has realised a 5.4% reduction in activity with a length of stay of one or more days whilst there has been a 1.2% increase nationally.

NELCCG's total number of delayed transfers of care (DTocS) per 100,000 population performance is in the best quartile when compared nationally and we are currently ranked 31st best out of the 151 Local Authorities.

In terms of Adult Social Care the number of adult and older clients receiving a review as a percentage of those receiving a service has improved from 81.95% in 2016/17 to 92.1% for 2017/18.

Additional Service Benefits Local Eye Patients

Eye patients in North East Lincolnshire benefitted from an extra service to help reduce waiting times for diagnosis and treatment.

The CCG commissioned specialist eye health providers Newmedica to offer a range of treatments from the Cromwell Road Primary Health Centre to support existing services provided by Northern Lincolnshire and Goole NHS Foundation Trust and St Hugh's Hospital.

APR

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

New NHS service for skin complaints

Virgin Care launched an improved skin service for North and North East Lincolnshire. This service is provided for the local population and paid for by the NHS.

MAY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

“Nearly two thirds of people experience mental health or emotional difficulties at some point in their lives. Almost everyone feels low at some point, however if your problems begin impacting your functioning and affecting those around you then it's time to ask for help from your GP or another health professional.”

Advice from Dr R K Mathews, Clinical Lead for Mental Health & Disability for Mental Health Awareness Week 2017.

JUNE

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Looking after your health made easier with GP online services

We encouraged people to sign up for online services with their GP which helps patients fit looking after their health into busy daily lives. GP online services are available at surgeries across North East Lincolnshire to help people take control and manage their health better which is particularly important for people who are managing long-term health conditions or those who care for children and elderly friends and family.

Our Stories

2017/18



The CCG and North East Lincolnshire Council announced they were taking another step closer to fully joined up health and social care for our communities with the appointment of a Joint Chief Executive.

The Council's Chief Executive, Rob Walsh was to take on the new role; heading up a single leadership team which will service both statutory organisations and strengthen their ability to deliver the best possible outcomes for the community they serve

It was announced adults in North East Lincolnshire would soon benefit from new funding from NHS England for 'integrated psychological therapies', which help people with a long-term physical health condition manage mental health problems such as anxiety and depression.

"Good" Improvement Assessment Framework (IAF) Rating

The CCG welcomed the publication of the results of its annual assessment that has given the organisation a rating of Good for 2016/17.

Extra funding to boost GP workforce

NHS England announced a new wave of funding to recruit talented doctors from overseas for GP practices in North East Lincolnshire and neighbouring areas.

As part of NHS England's International GP Recruitment Programme, more than £2 million has been committed to recruit additional GPs for GP practices in the regional areas. While GP training places are increasing year-on-year and many GPs are returning to practice, more of them are retiring and the number of GPs is not increasing fast enough.



SEPT

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	
23	24	25	26			
30	1	2				

Celebrating the 10th Birthday of the Mental Capacity Act

CCG staff celebrated the 10th birthday of the Mental Capacity Act (MCA) by tweeting their personal wishes for the future.

They joined social workers and other practitioners in a Day of Action to raise awareness of the Act and what it means to people, which includes greater personal control, human rights and the opportunity to make decisions. Staff were encouraged to think about and share their wishes, particularly what they would want people to know about them and their likes and dislikes if they were to become unable to communicate this.

“Good” rating for local Children’s Services

Independent inspectors, Ofsted, awarded North East Lincolnshire Council’s Children’s Social Care Service a “good” rating in the latest inspection.

The Council is one of only four other councils in the country with the highest levels of deprivation in their population to be judged

OCT

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	

The CCG announced dates for free perinatal mental health training to anyone who works with children and families to help improve the support available for families experiencing perinatal mental health difficulties.

Perinatal mental health problems are illnesses that are specifically linked to pregnancy, birth and up to a year afterwards. They include conditions such as depression, anxiety, Post-Traumatic Stress Disorder and psychosis, and they are known to affect at least 10% of mums, with dads also being affected.

Launch of the “Listening Shop”

As patients, relatives or carers we all sometimes need to turn to someone for advice and support about health and wellbeing and the care that is available to us, and speak out about the care we or a loved one have had.

The Quality Team and Accord Ambassadors are working together to provide the Listening Shop, a series of informal “drop-in” sessions where members of the public can meet members of our Patient Advice and Liaison Team (PALS) and the Accord Ambassadors to talk about their experiences of local services.

NOV

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

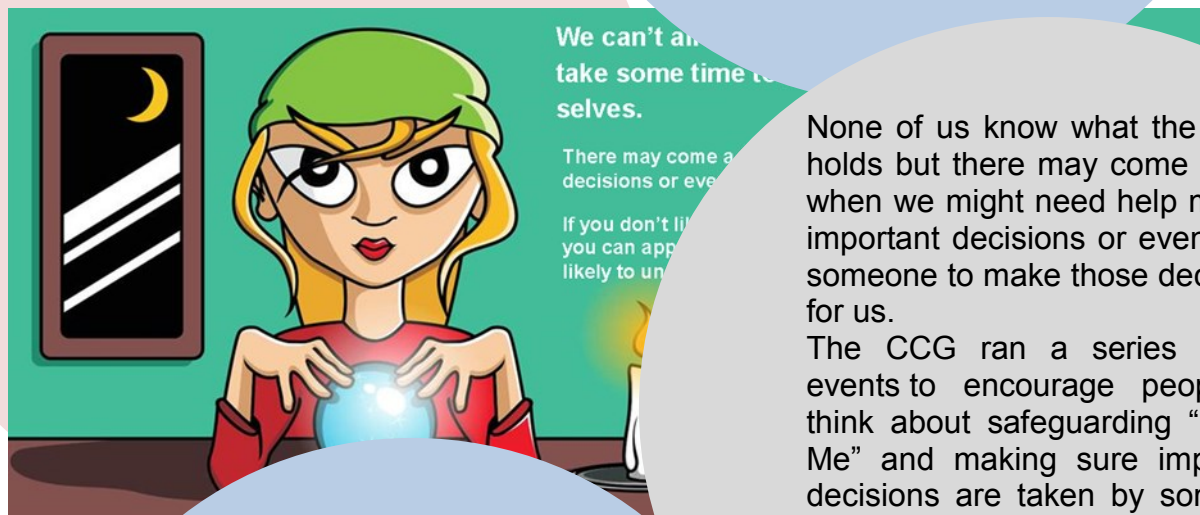
Our Place Our Future was launched to help us to understand what it feels like to live and work in our area, the services that people use and the activities they undertake.

The aim of the survey was to measure how local people feel things are improving or getting worse, and understand how organisations like the CCG and council can work better with our communities to tackle challenges and make the most of arising opportunities.



One of the most important things people who care for elderly or frail people can do is get themselves vaccinated and protect the people they care for from the harmful effects of flu.

The CCG announced it was supporting the free flu vaccination for health & social care staff working in residential/ nursing homes or providing care in people's own homes.



None of us know what the future holds but there may come a time when we might need help making important decisions or even need someone to make those decisions for us.

The CCG ran a series of free events to encourage people to think about safeguarding "Future Me" and making sure important decisions are taken by someone of their choosing.

This is called a Lasting Power of Attorney or LPA

Diabetes care was rated Outstanding by NHS England with the CCG among the best in the country. This is the latest positive assessment in a number of key clinical priority areas. The CCG has also been rated as outstanding for dementia services and good for mental health.

The CCG also received a green star (the highest rating) for the way it involves patients and members of the local community in planning services.



FEB

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	1	2	3

Winter bugs such as colds, flu and tummy upsets took their toll this winter with GPs reporting a 40% increase in visits in the weeks leading up to February 2018.

The CCG highlighted that practices get very busy dealing with common winter ailments and it isn't always possible for them to see people as quickly as they would like. However, CCG clinicians explained that most people do not need to see a GP for winter ailments and urged them to look at treating some of these relatively mild illnesses at home, saving themselves a trip to the doctor's.



MAR

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

National award recognises the use of technology that is improving local wound care

A high tech approach to chronic wound care that is transforming the lives of local people has won a national award. Access to technology means difficult to treat or slow healing wounds can now be expertly assessed remotely and a treatment plan put together that can be carried out by the patient's own practice nurse.

The telecare system has been developed by Longhand Data and used by expert wound healing clinicians at Healogics. It is currently in use at three North East Lincolnshire GP practices. Since its introduction, the average healing time for complicated wounds has fallen to just over four months.

Speeding up recovery time has also reduced costs in both nursing time and dressings, and as a result, the pilot secured the national Cost Effective Wound Management Award.

The CCG and our local hospital trust joined forces to encourage local people to join in the conversation about safe, sustainable and quality health, care and wellbeing services for the years ahead.

The CCG shared its commissioning priorities for 2018 and there was information about national, regional and local developments in health and care with a number of workshops and discussion groups.

Our Stories

2017/18



What we want to achieve and the risks we face

Our plan for the coming year is based on what local people need and continues the work we have set out in the CCG's [Five Year Strategic Plan](#). However, what we do in North East Lincolnshire also has to take into account national ideas to improve the way the NHS works that were published in a document called the [Five Year Forward View](#).

We are working ever more closely with the Local Authority in North East Lincolnshire to ensure that our first priority is North East Lincolnshire as a Borough and a Place, and moving from plans into real projects that will help us both address some of the big issues facing our communities here in North East Lincolnshire, and ensure we maintain financial balance.

We are working with different health, care and voluntary organisations from across a wider area than North East Lincolnshire to develop a set of proposals to tackle the big issues that cause difficulties for people living here. We call this region Humber, Coast and Vale because of the geographical area it covers. Working

together across this larger area will also help us see where we can be more efficient and spend limited financial resources to the best advantage because if we do nothing, our health and care system will be £420m in the red by 2020.

The proposals are set out in the Humber Coast and Vale Sustainability and Transformation Plan (STP) and these are reflected in our local plans outlined in our operational plan.

The Humber Coast and Vale area covers six NHS CCGs and six local authority boundaries representing our communities here in North East and North Lincolnshire alongside Hull, East Riding, York and Scarborough and Ryedale. This will let us share resources in areas where we are currently stretched, providing a better service to patients. Support services such as finance can be shared to make things more efficient and save money. You can download the STP from the [Humber Coast and Vale website](#).

Most of the things we do, however, will aim to deliver the best care we can locally, shaped around what the people in our area really need.

More detailed information about our performance, the way we make decisions and our structure and staffing is available in the full version of our Annual Report and Accounts for 2017/18.

Sustainability is important to us and we do not routinely produce large printed documents. This will be soon be available to download from our website. However, a printed copy of the Annual Report and Accounts can be provided on request or made available in other languages and formats such as audio, large print and Braille.

We are also always keen to hear from people who use local health or care services as your experiences effectively help us to improve and shape future services.

You can contact us in the following ways:

By writing to us:

North East Lincolnshire CCG
Athena Building, 5 Saxon Court
Gilbey Road
Grimsby, DN31 2UJ

By ringing us:

Switchboard: 0300 3000 400
Media Line: 03300 249301

By going online:

Email: nelccg.askus@nhs.net
Twitter & Facebook @nelincscg
www.northeastlincolnshireccg.nhs.uk

If you are interested in health and social care, you may want to join Accord, our community membership body which gives you a say in how NHS and adult social care money is spent.

You can be involved as much or as little as you like. There are more than 2,500 members working with us to make sure your views are listened to every time a decision is made on services in the area.

Email: NELCCG.Accord@nhs.net

Phone: 0300 3000 567

Write: ACCORD, Athena Building, 5 Saxon Court, Grimsby, North East Lincolnshire, DN31 2UJ

