

NHS
North East Lincolnshire
Clinical Commissioning Group



Annual Report Summary 2018/19

**NHS North East Lincolnshire
Clinical Commissioning Group**

delivering joined-up solutions

Welcome

Introduction by CCG
Accountable Officer
Dr Peter Melton with
Mark Webb (Chair)
and Rob Walsh (Chief
Executive NHS North
East Lincolnshire
CCG and North East
Lincolnshire Council)

- 
- The importance of Place
- Economy, health + wellbeing are inextricably linked
 - The Greater Grimsby Town Deal
 - Driving economic growth
 - Education and skills
 - Town centre and port
 - Accelerating housing development
 - Public / private partnership



As communities change and treatments continue to advance, our health and care system must adapt at the same pace. Not only are our local communities growing, they are also growing older with more patients surviving serious illness or injury, and people not only have greater needs for health and care than the NHS has ever had to provide for before, they also need different and more complex types of care.

In our last Annual Report, we told you about our plans and the considerable body of work that is going on in North East Lincolnshire to ensure that quality health and care continue to be available for future generations. We are pleased to be able to update you in the coming pages about our progress and the way our communities are contributing their knowledge and lived experience of services to our decision making and ensuring the needs of local people and their families are always right at the heart of our plans.

Positive developments

We also need to update you about positive developments in the CCG. Our union with the council continues to progress as the area's two largest strategic commissioners move closer towards a single leadership team and genuine joined-up working through all levels of the organisations to improve advice, information and care services that 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 doing as much as they can for themselves and each other.

This progress is being overseen by the Union Board that meets in public every two months and is made up of an

equal number of clinical leaders and elected members. This has taken the place of the CCG Partnership Board that stopped meeting last year and you can find details of the meetings on our [website](#). To assist the integration, most CCG staff moved into the Municipal Offices in Grimsby in September 2018 bringing an injection of extra workers into the town centre lunchtime economy and the financial savings that will come from sharing a building.

Working with other organisations

To continue to meet the changing needs of our population, health and care organisations can no longer work in isolation. The Union, which will focus on wider determinants of health such as supporting people to have a decent job, a decent place to live and a decent education, is developing alongside the emerging North East Lincolnshire Integrated Care Partnership (ICP) which is seeing all the organisations that provide health and care to our local population develop a single plan for our area.

Being able to live in your own home as independently as possible is key for the wellbeing of many older people but it takes more than one organisation to make this possible. A great example is the turf being recently cut on the latest extra care housing development which will provide 60 apartments for older people with significant care needs on Winchester Avenue as part of a wider partnership between the CCG, Morgan Ashley and Living+, part of the Places for People Group, to deliver 300 extra care apartments in North East Lincolnshire. You can read more about this later.

Following the successful pilot of the Urgent Treatment Centre (UTC) model in the autumn, the CCG and ICP are moving forward to formalise this approach that will offer patients an alternative to the emergency department for a wide range of more minor injuries and

urgent medical problems. Those with life threatening problems will still be seen by Trust A&E staff, whilst patients with less emergency needs may be seen by GPs or other staff in the UTC.

Working with our local community

As well as partnerships between different health and care organisations, our approach to community and patient involvement continues to be one of genuine partnership. Our CCG has an excellent track record of working with our local population, earning the highest possible rating in 2017/18 for public involvement.

Service developments in the past 12 months (you can read more about these later) attest to this, including:

- Service users were involved in all aspects of delivery of the new Adult Autism Service in North East Lincolnshire from recruiting staff to running special interest groups and everything in between.
- Carers were involved in the procurement of the new All Age Carers Support Service at every stage of the process from engagement through to appointment of the provider.
- Working with children and young people to create a young person friendly version of the Local Transformation Plan for Future in Mind, a document that is refreshed annually to highlight the key actions undertaken and the upcoming priorities for children and young people's mental health.

The CCG continues to work

with health, care and voluntary organisations across the wider Humber area to tackle the big issues facing health and adult social care locally and address the longer term demand on NHS services. This includes developing shared commissioning policies, clinical peer review and service redesign to provide best possible hospital services and make the most of the money, the caring and expert staff and buildings available to us within the five hospitals in the Humber region. Local people have recently been part of this work by taking part in engagement events about neurology, stroke, cardiology and rehabilitation.

Our local hospital trust has also been working closely with the Lincolnshire CCGs, the council, community services and East Midlands Ambulance Service to plan how to mitigate any impact and our local mental health services forthcoming service changes at Pilgrim Hospital, Boston and Louth Hospital will have on Grimsby Hospital.

Primary care developments

Fortunately, most people do not need to access secondary care services such as the hospital or treatment for enduring mental health difficulties and their main contact with the NHS is through their GP practice.

Developments this year will make this more straightforward for many people with all North East Lincolnshire practices now offering extended access to their patients. This is being delivered by groups of practices working together to provide additional appointments on weekday evenings/weekends. A number of local GP practices are also offering online consultation. Patients fill in a consultation form on their practice website which is reviewed by a healthcare professional to ensure they get the right support. It means they do not always need to visit the

surgery and can save time for them and their healthcare professional.

NHS111 Online is now available and other web based services mean patients can choose to view information from their health record online. Progress is being made to improve how clinical systems talk to each other so patients can avoid repeating their story to different health and care professionals.

A different kind of prescription

The launch of Social Prescribing means more local people living with long term health conditions are being referred by their doctors to non-medical but life changing community-based support.

Improving quality

Our annual report sets out how our CCG has performed during the past 12 months and this year we can again look back at our achievements and activities with

“Measuring our performance is not just a paper exercise, it ensures services are being delivered to a high quality standard and providing value for money. To make sure real improvements are made when improvement is needed, we work with internal and external colleagues to identify areas of risk and implement action plans to address these.”

some satisfaction.

The CCG was again rated **Good** by NHS England. This sustained the rating the CCG achieved in 2017/18 despite more rigorous assessment criteria and the multiple challenges that our local health and care system has experienced and responded to during the past year.

There are areas that continue to challenge us. While the headline rating of Inadequate the CCG received for Cancer during 2018/19 does not reflect the huge amount of work being undertaken to improve outcomes for local patients and the good



performance against national benchmarks in some areas of cancer care, we agree there is still considerable progress to be made. A diagnosis of cancer is a profoundly traumatic event for patients and their families and ensuring that people experience the best possible outcomes through prompt diagnosis and access to the most appropriate treatments available must be a priority for our local health and care system. When the system does not work as it should it has real, devastating consequences for individuals.

We will continue to work with the organisations such as our hospital trusts who provide cancer care and treatment, GP practices and the Humber Coast and Vale Cancer Alliance to understand why some areas are below what patients can expect in some other areas of the country so we can work together to ensure local people are able to feel confident in the

services available to them at an extremely difficult and worrying time. We have seen some improvements in performance on a number of the key measures that make up this rating and it is hoped that this will improve our position when the next assessment is undertaken.

As well as Cancer, the CCG is rated in five other areas of clinical priority. We are pleased to say we were rated Outstanding for Dementia and Diabetes services but, like many other CCGs nationally, Mental Health, Learning Disabilities and Maternity all require some further improvement.

In terms of Maternity, for example, the CCG is working with Public Health and our health and social care providers to turn the curve on smoking in pregnancy. We recognise the significance of this work stream and the need to improve the position in North East Lincolnshire by working together across the health and social care economy. The CCG is working closely with our Maternity Service Providers and the Maternity Voices Partnership to support improvement in the experiences of women who access our local services

Reducing waiting times

There have been a number of initiatives this year to reduce waiting times within the local health care system and improve the experience patients have.

Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) is working with other hospitals to provide services and putting on additional clinics in several specialties to increase capacity and manage lists. As a result, waiting times improved significantly in areas such as ophthalmology and dermatology and patients waiting for chronic pain

management appointments are being seen faster thanks to a partnership between NLaG, Inhealth Pain Management Solutions and St Hugh's Hospital to help reduce waiting times for assessment and treatment.

The Trust is continuing to reduce the number of patients waiting longer than 52 weeks for treatment. In February this was down to 86, compared to a high of 322 in summer 2018.

The Trust's mortality rate is reducing (particularly at Grimsby) and work continues to make sure this improvement continues.

Reducing mortality is one of the Trust's five quality priorities for 2019/20 along with improving the time taken to treat patients with cancer, identifying deteriorating patients, improving patient flow through the hospital (so patients are discharged in a timely way and there are beds available when needed) and reducing medication incidents.

Performance towards the Trust's A&E target – seeing patients within four hours – has been steady at around 86 per cent, despite an increase in the number of people attending A&E (up about 7 per cent more than in 2018). While performance is still below the 95 per cent target, it compares well with other Trusts across England during what has been a busy winter.

Conclusion

There will be few Annual Reports published across the UK this year that do not talk about challenge. However, once again we must remind ourselves that difficult times produce real partnership, the need for innovation and as a result, improved ways of doing what we do for the benefit of our local populations.

This year has seen the 70th Birthday of the NHS and hopefully this brief snapshot and the pages to follow will demonstrate that health and care services continue to evolve and outcomes for patients and their families improve as they have throughout the past seven decades.

On behalf of the Union Board and the CCG Governing Body, we are delighted to present our Annual Report for 2018/19 and once more place on record our sincerest thanks to our entire team including managers, staff, community members and partners in the local health and care system for their continued enthusiastic support during the past 12 months.



A QUICK GUIDE TO HEALTH & CARE IN

North East Lincolnshire

The CCG is made up of GPs, other people who work in health or care and members of the public who are not NHS employees. They are supported by a team of non clinical staff who carry out the day-to-day running of the organisation.

They work together to look at what local people need and plan and buy those services.



In 2018/19 we were allocated £234.5 million to pay for health services & £40.3 million to pay for Adult Social Care.

WHAT'S THE CCG?

THE PLACE

The main centres of North East Lincolnshire are Grimsby, Immingham and the seaside town of Cleethorpes

It covers an area of 192 sq km and about 159,144 people live here.

12 modern Primary Care Centres house most of the 26 GP practices who provide health services to local families.

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.



WHEN WE SAY "HEALTHCARE" WE MEAN



life saving emergency care

the treatment of physical and mental illness



routine family health care



and supporting people with long term health conditions such as dementia, heart and breathing problems, diabetes and their complications that we see a lot of in North East Lincolnshire



Adult Social Care includes services for people who need different levels of practical support because of illness, disability or old age

ACHIEVEMENTS &

CHALLENGES

CCG rated "Good" again

Hospital Trust reduced numbers of people waiting a long time for appointments

Launch of social prescribing service

Different organisations working better together to address areas where there are problems

"Outstanding" dementia and diabetes care



Services in place to help care home residents avoid hospital stays & if one is needed return to their own bed sooner

Extended hours routine GP and nurse appointments

WHO DO WE WORK WITH?

The CCG & the council are moving towards a single leadership team and genuine joined-up working to improve advice, information & care services that support local people to enjoy a good quality of life, recover from periods of ill health as near home as possible, make healthier choices and stay active, engaged and doing as much as they can for themselves and each other.



We are working with the organisations that provide the health and care services (GPs, Mental Health, Social Work, Care & Community Services & the Hospital Trust) to make a single plan for North East Lincolnshire.

We work with our communities so we can develop solutions together, making sure everything we do is informed by what local people share with us about their experiences, concerns and aspirations & none of our communities are left out of the conversation.



Who we are and what we do

CCGs were established in April 2013 following a national reorganisation of the NHS and are made up of GPs, other people who are employed in health or care and members of the public who do not work for the NHS. They work together to look at what the local population needs and plan and buy those services.

Our CCG is led by GPs representing 26 practices who provide health services to families living in Grimsby, Cleethorpes, Immingham and rural North East Lincolnshire, supported by a team of non-clinical staff who carry out the day-to-day running of the organisation. We are accountable to our members, patients and our local communities and are overseen by NHS England, the executive public body of the Department of Health.



Local health and social care leaders responding to questions from members of the public at the joint Way Forward event held with the hospital trust.

CCGs are allocated a sum of money to spend on health services each year that is based on a complex formula which considers the overall health and wellbeing needs of the people who live in our area.

Where the money is spent

This money has to be shared across the very wide range of services required by the local population. These are services such as life-saving emergency care, the treatment of acute physical and mental illnesses, routine family health care and managing long term health difficulties such as dementia, heart and breathing problems, diabetes and their complications which we see a lot of here North East Lincolnshire.

Our CCG is not only responsible for health

care services but also for commissioning care and support services for adults who are in need of practical support due to illness, disability or old age (Adult Social Care services) for our local population which is currently about 160,000 people. The CCG receives funds from North East Lincolnshire Council (NELC) to pay for Adult Social Care.

The range of NHS services commissioned for our population is set out in the Health and Social Care Act 2012. The CCG and council have a strong and established partnership, the governance of which is underpinned by a s75 agreement, a statutory provision that governs arrangements between NHS bodies and local authorities allowing them to operate pooled budgets at a local level, as well as Integrated Commissioning arrangements.

Like all other CCGs, we are not responsible for commissioning preventative or some very specialist health services. The CCG has been given responsibility from NHS England to commission primary care services.

Working with the public

We work with our partners in the local council and public health, as well as with a panel of knowledgeable volunteers from the North East Lincolnshire community (known as the Community Forum) and the organisations that provide health care, to appraise local health and social care needs and decide how to best use the money allocated to us.

Planning and buying health and adult social care services together means we can use the total funds we receive to get the very best value for money for local people. It also means we can make the way that services are delivered across health and social care much more "joined up" which

helps us to make sure people do not experience wasteful and frustrating duplication of services and minimises the risk of people falling through gaps in services.

The CCG Constitution sets out the membership of the CCG and describes the rules and the internal controls (governance) that ensure quality – for example, patient safety, effectiveness of care and the experience of people who use commissioned services – is at the heart of everything we do.

In 2018/19, the CCG was allocated £264.67 million by NHS England. This includes £26.3 million to support delegated Primary Care and £3.7 million to pay for the management and operation of the organisation which leaves a total of £234.7 million to pay for health services. The income to fund Adult Social Care is set by North East Lincolnshire Council as part of its annual resource and priorities process, and in 2018/19 the CCG received £40.3 million.

Our Plans

Our plan for the coming year is based on what local people need and continues the work set out in the CCG's [Five Year Strategic Plan](#). You can find this and other publications mentioned here on the Publications page of our website. However, what we do in North East Lincolnshire also has to take into account national ideas to improve the way the NHS works that we published in a document called the **Five Year Forward View** and for the future, the **NHS Long Term Plan**.

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 problems 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,

as well as making sure our population gets the best possible clinical care.

The proposals are set out by the Humber Coast and Vale Sustainability and Transformation Partnership (STP) and these are reflected in our local plans outlined in our operational plan and our [North East Lincolnshire Place Based 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.

Our year in brief

Some notable stories from the local health and care system from the past 12 months

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 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.

Since its introduction at a number of NEL GP practices, 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.

Helping Care Home residents out of hospital

Most people appreciate their own bed after a stay on a ward and a new model in North East Lincolnshire is enabling local care home residents to experience planned and timely



discharges to make going back to their home from hospital as smooth as possible.

All care homes in North East Lincolnshire have signed up to the Care Home Trusted Assessor model (CHTA) which was launched in April 2018. The trusted assessors, who include social workers and members of nursing staff, work as part of the hospital Integrated Discharge Team to liaise with the resident and their family, and their care home to plan for them leaving hospital

and pre-empt any difficulties that could delay the discharge.

Trusted assessors receive a raft of important information about the resident when they are admitted including details of their general health, state of mind, prescribed medication and their mobility and nutrition needs.

They are then followed through their hospital journey and when they are ready to return to their care home, the assessors provide a written report on how their needs may have changed following the stay in hospital.

North East Lincolnshire's Mayor joins in NHS birthday celebrations

The Mayor of North East Lincolnshire, Councillor Hazel Chase, joined staff at the CCG to say Happy Birthday to one of the country's most loved institutions. The National Health Service turned 70 in July 2018 and staff at the CCG marked the milestone with an exhibition of photographs from the past seven decades, a quiz to test their knowledge of NHS history and, of course, a birthday cake. The cake, baked by CCG team member Kaye Fox, was sold in slices to raise funds for The Health Tree Foundation which aims to make life easier for patients and their loved ones in local hospitals.

Another healthy rating for North East Lincolnshire

NHS North East Lincolnshire Clinical Commissioning Group (CCG) has once again been rated **Good** for 2017-18 by NHS England. This sustains the rating the CCG achieved in 2016-17, despite more rigorous assessment criteria and the multiple challenges that our local health and care system has experienced and responded to during the past year.

All CCGs are assessed each year against a number of indicators in the CCG Improvement and Assessment Framework (IAF) and given a headline rating. The 2018/19 year-end assessment will be available from July on my.nhs.uk

Outstanding rating for Grimsby Care Home

The hardworking team at the Anchorage Care Home in Grimsby joined only 2.4% of UK Care Homes with an "Outstanding" rating by the

CQC.

Praise in the report included “the staff were outstandingly caring” and “activities were innovative, met people’s needs and followed best practice guidelines so people lived as full a life as possible”.

MCA expert visits Grimsby

Mental Capacity Act expert and author Michael Mandelstam visited Grimsby to present key MCA decisions for 2017/18 to health and care staff, and provide an opportunity to consider what they mean for local practitioners. Michael will also summarised findings from reviews of local MCA practice, highlighting areas for attention.

Breathlessness events

Health professionals in North East Lincolnshire held a series of events to help people who are finding themselves getting breathless doing everyday activities.

This was in a bid to identify local people who may have and be struggling with a long term condition such as COPD but had not been diagnosed and therefore not receiving any treatment or support.

Support to Care Homes

Support to Care Homes or as some now call it S2CH is an overarching programme of work encompassing multiple work streams. Its aim is to deliver an improved quality of wrap around care to care home residents as well as helping to reduce the number of unnecessary conveyances to hospital. The three main causes of transportations to hospital are slips trips and falls, suspected UTIs and suspected chest infections. In 2016 an initial pilot identified a number of areas for improvement. These areas have developed into the key workstreams. It also identified specific concerns around alignment of community teams to care homes and a need to improve the IT infrastructure. Since that time community providers have developed alignments to cohorts of care homes meaning a greater consistency in staff who visit and a reduction in the time spent traveling. The CCG has invested in improving IT connectivity in care homes where services are commissioned.

CCG on the move

The CCG moved into the Municipal Offices in Grimsby to support greater integration between the council and CCG as the area’s two main strategic commissioners of health and care continue to work closer together to improve outcomes for local communities.

Local NHS to cut waiting times for pain management services

Patients waiting for pain management appointments will be seen faster thanks to a partnership to help reduce waiting times for assessment and treatment.

Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) is working with In Health Pain Management Solutions and St Hugh’s Hospital, Grimsby to make more appointments available for patients who have been referred to the service by their GP.

NAVIGO project shortlisted for HSJ Awards



Mental Health provider NAViGO’s Performance Team was shortlisted for their ‘Safety in Sight’ project in the ‘Improving Care with Technology’ category of the prestigious HSJ Awards. The Safety in Sight project aims to reduce the number of vulnerable people falling through gaps in mental health care.

The Safety in Sight Dashboard has already attracted £75k funding from the Health Foundation Innovating for Improvement Programme. It improves patient safety by helping Community mental health workers to manage/prioritise high

caseloads and identifies those people who are most at risk.

Triggers (determined via national research and local serious incidents) interrogate caseloads, to pinpoint those service users who may need additional support. Dashboards also allow staff to keep track of people who require a physical health check, maximising collaboration between Primary and Secondary care.

Results are also emailed to the main worker responsible for care to ensure staff can keep abreast with notifications via their mobile phones whilst working out in the community.

Costs were minimal because the system uses data already routinely collected for the NHS.

CCG and Council welcomed an improved picture at the Trust that runs Grimsby Hospital

Northern Lincolnshire and Goole NHS Foundation Trust received its latest CQC rating and Mark Webb, Chair of the CCG, said while there was still a long way to go, the overall rating of Requires Improvement showed the Trust was moving in the right direction. "It is clear however, that marked improvements have been recognised," said Mr Webb.

"As commissioners, and on behalf of the community we serve, we will continue, in equal measure to both challenge and support the NLAG leadership team, as they drive for continued improvement. There is still a way to go but with the dedication of the hospital staff, often working in very challenging situations, we are confident this progress will continue."

Extended hours GP appointments begin in NEL

People who are registered with a North East Lincolnshire GP practice now have more flexibility when it comes to arranging their GP appointments thanks to the roll out of Extended Hours appointments.

Local people can now routinely see a GP, or other healthcare professional, outside of normal working hours. This includes weekday evenings (6.30pm-8pm), Saturdays and Sundays.

From October 1, local GP practices began working together to make it easier for people in North East Lincolnshire to get an appointment with a GP, practice nurse or healthcare assistant for a time

that is more convenient for them.

Going live with electronic care records

A North East Lincolnshire Care Home is the first in the country to go live with access to the electronic Summary Care Records (eSCR) of its residents.

This is a pilot to look at how people can benefit from improved links between GP and hospital care and their care home. Summary Care Records list the medicines a patient is taking, as well as known allergies and adverse reactions they may have had to treatment previously.

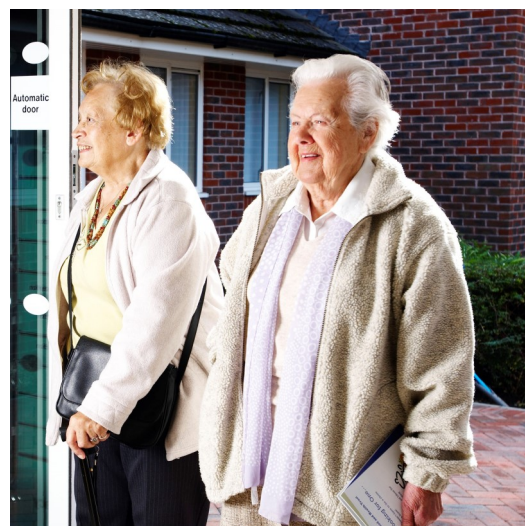
Everyone in the country has one (unless they have opted out) but this is the first time a care home has been able to access records on behalf of people living there.

Clinical Benefits have been "instant" with staff having a better understanding of their residents' needs and feeling better equipped to talk to the patient's GP about their treatment and help them settle back in after a visit to hospital. The pilot will be evaluated early next year to look at how this can be rolled out further.

A new prescription for NEL

£1.1 million of National Lottery funding helped launch Thrive.nel, a new way of supporting people living with long term health conditions.

Led by the CCG, Thrive.nel is a Social Prescribing service, where doctors can refer patients to non-medical community based support.



Thrive.nel operates alongside traditional medical

treatments to maximise good health and reduce the impact of conditions such as Chronic Obstructive Pulmonary Disease (COPD), Hypertension and Diabetes.

Thrive.nel aims to connect people with local activities and services, and provide encouragement and support to make small lifestyle changes that could really make a difference. The new service is provided by local charity Centre4.

New adult autism service commences

This service offers an autism diagnosis pathway for adults and support for people with autism, including high-functioning autism. It sees a partnership between two integrated Health & Social Care providers Care Plus Group (Learning Disability services provider) and Navigo (Mental Health services provider) to offer the best medical, psychological, and social care options.

For people with more complex needs the service can enable other services to offer support – working closely with the community mental health team and community learning disabilities team. The service operates flexible ‘opening hours’ responsive to the needs of the individuals – for example, several groups and forums operate in the evening. The lead for the service is Jayne Moran who says: “The new service is heavily influenced by service users who are involved in all aspects of service delivery from recruiting staff to running special interest groups and everything in between.

We have a full Adult Autism pathway, from diagnosis to health and social care support.

People who access the AAS have developed Autism Cafés and Autism Forums so they have a place to meet like-minded people who share common interests as well as having a safe place to discuss issues that impact on them and ways they can actively influence local service provision. Many people who use the AAS are active Autism Champions raising awareness in our local community to increase access for people affected by social anxiety as well as fundraising to invest in services to reduce social isolation.”

Ambulance Trust awarded integrated care contract

NHS Commissioners in Yorkshire and the Humber announced that Yorkshire Ambulance Service NHS Trust has been awarded a contract

to provide integrated urgent care services across the region for the next five years.

The contract, worth £17.6 million in 2019/20, includes being able to issue prescriptions and increasing the number of bookings into GP and urgent care appointments. Yorkshire Ambulance Service currently provides the NHS 111 service across Yorkshire and the Humber. The Trust is now working with commissioners to implement the new service, which will start on 1 April 2019.

Red Bag scheme keeping everything together for patients

The red bag initiative, or hospital transfer pathway, is being rolled out across North East Lincolnshire's care and nursing homes and it will help people living in care homes receive quick and effective transfer and treatment should they need to go into hospital.

Under the new scheme, when a patient is taken into hospital in an emergency they will have a Red Bag to take with them and this bag will contain general health information, including any existing medical conditions, medication information so ambulance and hospital staff know immediately what medication they are taking and personal belongings (clothes for day of discharge, glasses, hearing aid, dentures or other items).



CCG Community member Albert Bennett was involved in the creation of the Red Bag scheme with the CCG and throughout the development and implementation of the project.

Turf cut on latest extra care housing development

The latest extra care housing development in North East Lincolnshire is being built on Winchester Avenue, on the Nunsthorpe Estate. It is being delivered by Morgan Ashley, NHS North East Lincolnshire CCG and Living+, part of the Places for People Group. The scheme will provide much-needed accommodation to address the needs of elderly people in Grimsby through the provision of 60 extra care apartments as part of a wider partnership to deliver 300 extra care apartments. Extra care housing supports elderly people with significant care needs to live safely and independently with easy access to social activities, in the knowledge that care is at hand when required.

Better record-sharing improves healthcare for patients in North East Lincolnshire

Patients across the Humber are benefitting from more joined-up healthcare thanks to the roll-out of a new initiative to share information between NHS providers. Healthcare professionals can now see up-to-date information about their patients, even if they've been treated somewhere else.

That's because the two main patient record systems used across the region (EMIS Web and SystmOne) are now working together for the first time to share information. This improves the safety and the quality of care for people accessing a number of services, including out-of-hours GP appointments, community nursing and end-of-life care.

Dr Tony Salisbury, one of the specialist doctors at St Andrew's Hospice in Grimsby, said the integrated system had many benefits. He said: "All users of the system agree that it is easy to access, and provides a brief summary of the key information that is needed."

Work continues to improve mental health services for new and expectant mums

Mental health services for new and expectant mums in the Humber region and parts of Yorkshire are continuing to be developed courtesy of NHS funding worth hundreds of thousands of pounds.

Having secured part of a £23 million NHS England grant in 2018, the Humber, Coast and Vale Health and Care Partnership - a collaboration of 28 health and social care organisations - is working to deliver specialist community perinatal mental health services in Hull, East Riding of Yorkshire, North

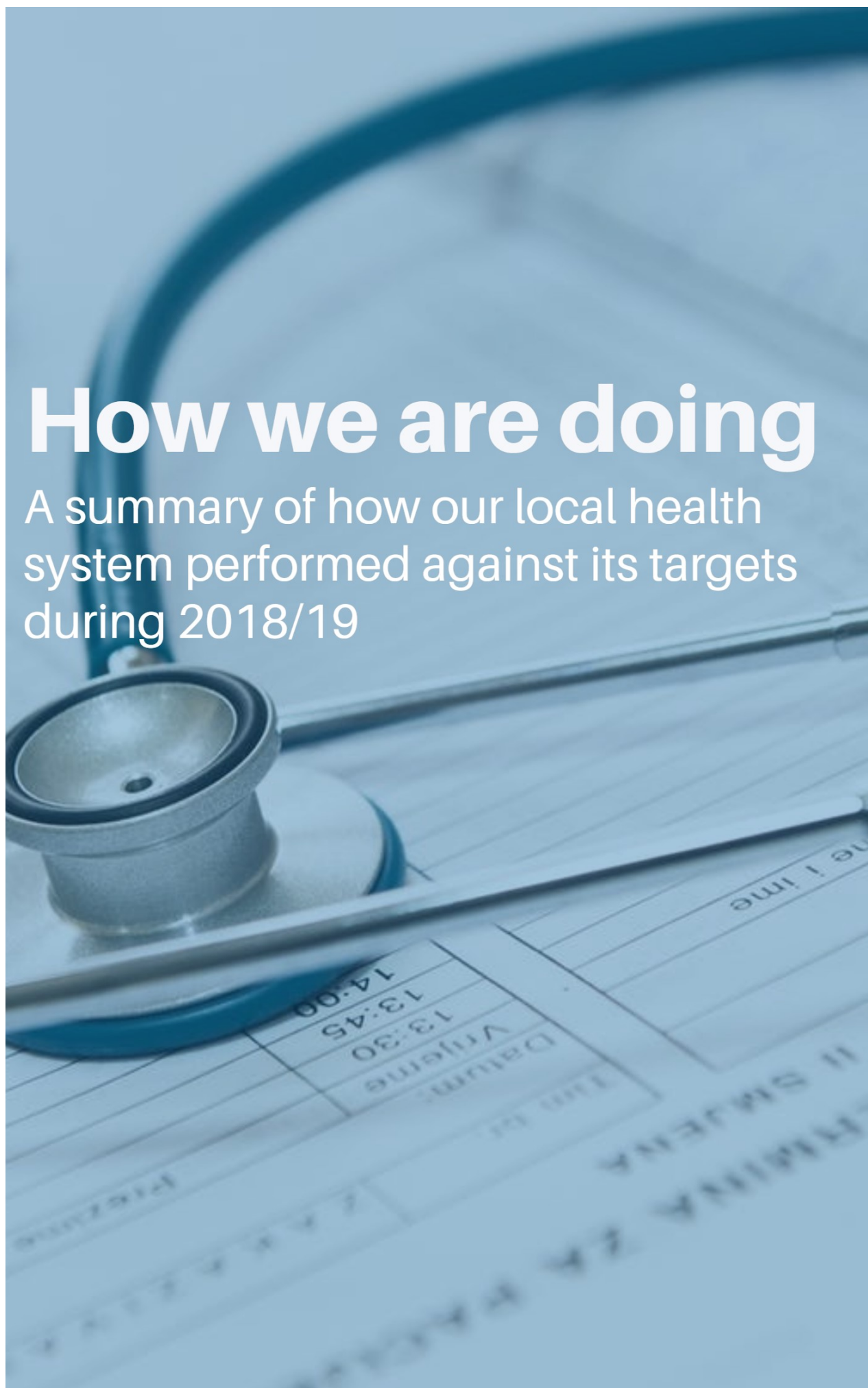


Lincolnshire, North East Lincolnshire, Scarborough and Ryedale, and the Vale of York. The funding granted is part of a £365 million plan by NHS England to ensure 30,000 more women in all areas of England can access specialist perinatal services by 2021.

Perinatal mental health problems are those which occur during pregnancy or during the first year following the birth of a child. Perinatal mental illness affects one in five (20%) women, and covers a wide range of conditions. If left untreated, it can have significant and long lasting effects on the woman and her family.

How we are doing

A summary of how our local health system performed against its targets during 2018/19



How CCGs are monitored

The CCG Improvement and Assessment Framework (CCG IAF) was introduced by NHS England in 2016/17 to replace the previous CCG assurance framework.

The new framework aligns with the NHS mandate, constitution and planning requirements and aims to support improvement in a number of areas, bringing together constitution, performance and finance metrics.

NHS North East Lincolnshire CCG is assessed against the Improvement and Assessment Framework (IAF) which consists of **four** domains: **Better Health**, **Better Care**, **Sustainability**, and **Leadership**.

During 2018/19 NHS England has continued to oversee the performance and development of the CCG through its continuous assurance process in quarterly and year-end, face-to-face meetings.

Our performance is published on the NHS UK data pages by visiting www.nhs.uk/service-search/Performance/Search, and is updated quarterly.

Better Health looks at how the CCG is contributing towards improving the health and wellbeing of its population and bending the demand curve

Better Care principally focuses on care redesign, performance of constitutional standards and outcomes, including important clinical areas

Sustainability looks at how the CCG is remaining in financial balance and is securing good value for patients and the public from the money it spends

Leadership assesses the quality of the CCG's leadership, the quality of its plans, how the CCG works with its partners and the governance arrangements that the CCG has in place to ensure it acts with probity, for example, in managing conflicts of interest.



Within the national framework there are **six** clinical priorities, including, **cancer, dementia, diabetes, maternity, learning disabilities, and mental health**. The initial baseline assessment of the **six** priorities provides CCGs with a snapshot and useful starting point for future assessments.

NHS England publishes a rating for each of these clinical areas for every CCG. The 2018/19 year-end assessment will be available from July on nhs.uk link provided earlier in this section.

In terms of Quality of Leadership, NELCCG was rated as Green for 2017/18. We have completed our self-assessment for 2018-19 and are currently awaiting feedback and our new rating.

How we compare nationally on clinical priorities

North East Lincolnshire CCG's assurance rating against these six clinical priority areas when compared to how others are performing is as follows;

- In terms of Dementia and Diabetes, NELCCG is rated as '**Outstanding**' and amongst the top performing CCG's in the country.
- For Mental Health NELCCG was rated as '**Requires Improvement**'. However when compared nationally it shows that over half of the CCGs are also rated the same in these areas too. The CCG is focusing on improving performance on people accessing psychological therapies, however it should be noted that NELCCG achieved the national target of 4.2% for Q4 2017/18 (which equates to 16.8% annually).
- NELCCG is rated as '**Requires improvement**' for Learning Disabilities and Maternity. However when compared nationally the majority of other CCGs are rated the same in these areas too.
- In terms of Cancer, NELCCG is rated as '**Inadequate**', when compared nationally over 10% of other CCGs are also rated as '**Inadequate**'. However, we have seen some improvements in performance on a number of the key measures that make up this rating and it is hoped that this will improve our position when the next assessment is undertaken.

Financial Performance

The CCG has fulfilled all its statutory and administrative financial duties in its sixth year of existence. The consistent excellent performance is a credit to all the staff and members of the organisation. The financial performance in this year has built on the excellent performance of previous years, despite continued pressures on health and social care funding.

This has given the organisation a strong basis from which to tackle the significant financial risks and pressures that continue to face us.

Statutory Duties
Revenue resource use does not exceed the amount specified in Directions (Reported Surplus = £8.147m) - Achieved
Revenue administration resource use does not exceed the amount specified in Directions - Achieved
Capital resource use does not exceed the amount specified in Directions - Achieved
Operational duties
Manage cash within the 1.25% of monthly drawdown or <£0.25m, whichever is the greater - Achieved
Partnership Agreement (Planned to break even) - Achieved
Meet the "Better Payment Practice Code" (95%) - Achieved

Much 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 2018/19.

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. 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 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:

NHS North East Lincolnshire CCG
Municipal Offices, Town Hall Square
Grimsby, North East Lincolnshire
DN31 1HU

By ringing us:

0300 3000 400

By sending us an email:

nelccg.askus@nhs.net

You can also follow us on Twitter and Facebook, look for @NelincsCCG

and visit our website by clicking or typing in 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

Ring us on: 0300 3000 567

Write to us: ACCORD, Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU

