



West Kent
Clinical Commissioning Group

Annual Report Summary

2016/17

Introduction

2016-17 was a challenging but overall a successful year for NHS West Kent Clinical Commissioning Group (CCG).

We had to take some difficult decisions but we were able to provide and continue to improve health services for the population, and working with our colleagues across Kent and Medway, and following discussions with the public, draw up a clear vision and priorities for the years ahead through the Sustainability and Transformation Plan (STP).

Effective planning will ensure that we continue to deliver quality care, making the most of the resources available to us.

This document gives an overview of our performance and achievements for 2016/17. If you would like to read our full Annual Report and Accounts please download it from our website www.westkentccg.nhs.uk

Dr Bob Bowes

Chair, NHS West Kent Clinical Commissioning Group (CCG)



Prescription Ordering Direct Service trial

A trial of a new service aimed at reducing the amount of medicines that are wasted has been introduced to West Kent.

Patients are no longer able to order repeat prescription medicines direct from their pharmacist, instead they either order from the GP surgery as usual or they can use a new Prescription Ordering Direct Services (POD). The POD is accessed via a local number (01732 375262) that is available Monday to Friday (not Bank Holidays) between 8am and 4pm.

The money saved by these small changes will be re-invested in other areas of patient care.

More than 8,000 calls have been received by the POD.

£30,000 has been saved so far on medicines that would otherwise have been wasted.

Reducing the risk of stroke

West Kent CCG was announced as the winner of 'Best Implementation of Anticoagulation in Atrial Fibrillation' in 2015.

Atrial Fibrillation (AF) is a heart condition that can affect adults of any age, but it becomes more common as you get older. People affected by AF are significantly at risk of a stroke. Anticoagulants are medicines that can help prevent blood clots, the main cause of strokes.

A quality improvement tool has been used across the West Kent CCG area enabling GPs to identify these at risk patients who will then be anticoagulated (where appropriate).

It is estimated that 1 in 20 of these patients would otherwise have suffered a stroke within a year.

Since August 2016, 20 strokes have been prevented, saving the NHS £200,000.

Edenbridge Health Services Consultation

Edenbridge residents were consulted on plans for future healthcare services in the town.

NHS West Kent Clinical Commissioning Group (CCG), Kent Community Health NHS Foundation Trust (KCHFT) and Edenbridge Medical Practice, which are jointly responsible for providing NHS health services in Edenbridge, consulted on proposals for basing health services provided at the Edenbridge War Memorial hospital and GP surgery in one location.

The NHS organisations presented their preferred option which was for a combined hospital/surgery, in a new building on a new site. They proposed a facility which can offer outpatient clinics and day care (such as intravenous drips provided on a daily basis), not currently available in Edenbridge.

1159 responses were received

94%

agreed there should be a combined hospital/surgery



79%

supported the preferred option



8%

wanted inpatient beds



84%

supported building on a new site



- **Top priorities:** reducing travel (**68%**), designing healthcare to meet changing needs (**60%**)
- **Bottom priority:** protecting the environment by re-using existing space (**9%**)
- **Top additional services people would like to see in Edenbridge:** preventative health checks (**39%**), maternity services, antenatal care and post-natal parenting support (**37%**)

This is the first stage in a long process likely to be some time before any visible progress is seen.

Hip and Knee

Carrying out hip and knee surgery is not always the right way to treat pain. In many cases physiotherapy, health and wellbeing advice or support from Extended Scope Practitioners for more complex cases provides a better outcome for patients.

- ✓ **physiotherapy**
- ✓ **health and wellbeing advice**
- ✓ **support**

A recent pilot has changed the way that these patients are referred by GPs to enable all treatment options to be considered. This ensures that the one that best suits the needs of the patient is used.



32%

of people that visit their GP with hip and knee pain have avoided surgery and outpatients, making savings in outpatients appointments of

£26,000



Fracture Clinics

A new system was successfully piloted for dealing with fractures that has seen the numbers of people requiring hospital fracture clinic appointments reduced. **This is now the way that this service is delivered.**



Previously, all patients that had a suspected fracture were treated at A and E and then given an appointment at a fracture clinic. More often than not this appointment was not necessary although everybody was automatically seen, even if they had no problems after a day or so.



A Virtual Fracture Clinic (VFC) was introduced at Maidstone and Tunbridge Wells hospitals. A team of specialists virtually review patient fractures daily to determine which patients need to be seen face to face. A small percentage are given telephone advice and resources to help them manage their condition.



38% of people that attended A&E with a fracture did not need to attend a fracture clinic appointment saving them and the NHS time and money



All patients receive a follow up call and those that need to be seen by a specialist are booked into a clinic.

Medicines optimisation

Improved antibiotic prescribing

Antibiotics are a vital tool for modern medicine, not just for the treatment but also the prevention of infections. However, the more antibiotics are used, the less effective they become as over-use gives resistant bacteria a greater chance to survive and spread.

The CCG's Medicines Optimisation Team continues to work with healthcare colleagues in west Kent to reduce inappropriate prescribing of antibiotics and optimise their use.



27.8%
fewer "higher risk"
antibiotics have
been prescribed
since 2014

Safeguarding

At NHS West Kent CCG we take our safeguarding responsibilities seriously.

During 2017-18 local NHS staff were given training to identify and act on patients affected by radicalisation and terrorism, human trafficking, gangs, mental health and adults and children's safeguarding.

A dedicated Child Sexual Exploitation team, with staff from a number of different organisations, received praise from an OFSTED inspection.

Children under the age of 13 that have been subjected to abuse are now seen at a Sexual Assault and Referral Centre by Doctors specially trained in Paediatric forensic examinations.

The team manage approximately:

190 calls a month and

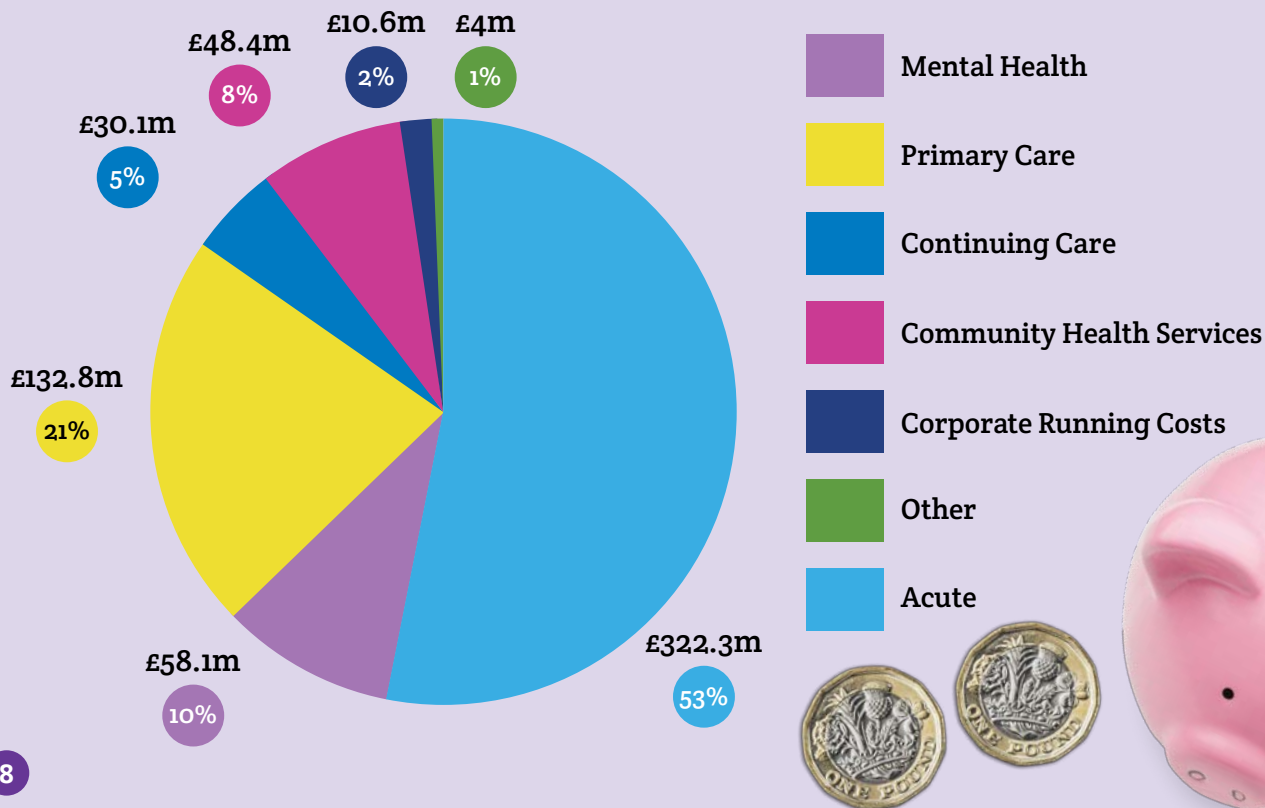
186 professional information reports a month

Finance

In 2016/17, the CCG spent £606.3m on patient care for the population of west Kent. Most of this was spent on acute hospital services, such as Accident and Emergency, surgery, and consultations with NHS and private providers. Since the CCG took on Delegated Commissioning in Primary Care in 2016/17, we also paid GP contracts as well as drugs prescribed by our GP surgeries, and community-based services such as district nursing, community hospitals and

therapies. In line with national guidelines, we increased the amount we spent on mental health. We face a considerable challenge in meeting the needs of our population, and keeping pace with technological advances, within a finite sum of money. We remain focused on securing the best possible value from the services provided.

The following chart sets out the expenditure of the CCG during the last financial year:



Our performance



2016/17

Like the majority of the NHS, west Kent has seen

no significant improvement

over 2016-17 in performance against key national standards:

- A&E (4 hrs),
- planned care and
- cancer care.



The winter months were particularly challenging at our local A&E departments, although our performance did not deteriorate as much as other Trusts in the South.



We are working very closely with our hospitals and other partners to improve performance and patients' experience by learning from others that perform well and implementing the best ideas locally.

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NHS England has identified some of the causes as :

Delayed hospital discharges



Increasing demand



lack of funding in social services



the increasing number of very sick patients



lack of integration between services



Looking ahead to 2017/18

Sustainability and

Transformation

Partnership

We are working with the other NHS organisations, social care and public health in Kent and Medway and with local people to plan health and care services which will meet the changing needs of our population. We want people to have better health and wellbeing, much more access to care and support in their communities, and excellent care wherever it is delivered. Visit www.kentandmedway.nhs.uk for more information.



A young boy with short dark hair, wearing a white t-shirt, is smiling and looking towards the camera. He is standing on a playground with colorful equipment in the background. The image is partially overlaid by a white graphic element on the left side.

Better care for children and young people

Children and young people with emotional or mental health needs are getting a new service from 1 September 2017. It will be easy to contact, with one phone number and website for advice and referrals, and the opportunity for digital support. There will also be better urgent and emergency care. This follows a procurement in 2016/17 led by NHS West Kent CCG working with Kent County Council.

“It will be easy to contact, with one phone number and website for advice and referrals”

If you'd like to know more about the work of NHS West Kent Clinical Commissioning Group, or to get involved in shaping healthcare services locally, please visit our website www.westkentccg.nhs.uk

To see the full annual report and accounts, visit www.westkentccg.nhs.uk/about-us/our-plans-reports-and-strategies or contact Lizzie Howe, Customer Services Manager (lizzie.howe@nhs.net or 01732 376050) for a copy.