



# Our year

Working together to improve  
health and wellbeing

**Annual review**  
**2018-2019**

# Welcome

Welcome to our annual review for 2018-2019. The past twelve months have been a very important time for us and the people and communities we serve.

There are ever growing demands across all health and care services as well as mounting pressures on staff and finances. Despite this, our year has been one of positive progress and sustained improvement.

We are not unique in the challenges that we face - the NHS as a whole is facing an unprecedented period of change and transformation. We remain in special measures but we are now rated as requires improvement and we are working towards a rating of good. This positive achievement is testament to the hard work of our staff.

We have made significant progress in improving the financial position in Somerset and making sure that health services are safe and available when people need them. At the heart of every decision is our commitment to deliver the health and care services the people of Somerset expect and deserve while delivering a sustainable financial position for the present and the future. Together with our partners we have made good progress in developing the health and care strategy for Somerset known as Fit for My Future. The new strategy is based on clinical need and will address the current health inequalities in the county while also being financially affordable.

We would like to take this opportunity to thank our staff, volunteers, partners and Governing Body for their hard work and dedication over the past year. Their continued commitment helps us to make sure that we are all working together to improve the health and wellbeing of everyone in Somerset.


Dr Ed Ford  
Chair

David Freeman  
Chief Officer

# Who we are and what we do

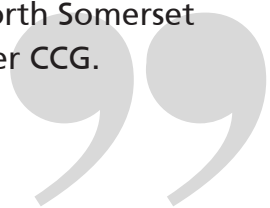
We plan, buy and monitor most local NHS services in Somerset. This is a process called commissioning. These services include:

- Acute hospital services at Musgrove Park and Yeovil District Hospitals
- Urgent care services including NHS111 and emergency ambulance transport
- Community hospitals - there are currently 13 community hospitals across the county
- Community services such as district nursing, podiatry, speech and language therapy and stroke rehabilitation
- Mental health services including psychological therapies, children and young adult mental health support and learning disability services
- Non-emergency patient transport
- Continuing health care for people requiring ongoing NHS support
- Some additional services provided by local GP practices



Somerset is the 12th largest county in the country. Nearly half of our population live in the countryside, with border-to-border travel times east to west of two hours, and north to south of one hour.

We serve 580,000 people who live in Somerset. North Somerset is served by Bristol, North Somerset and South Gloucester CCG.



We bring together 66 GP practices in Somerset. Our member practices elect GPs who are part of our Governing Body including our Chair and Vice Chair. All GPs in Somerset are closely involved in designing our plans through regular discussions.





“We have money tied up in services and buildings designed for a different era. This means we are not supporting people in the best possible way; instead of preventing ill health in the first place we are spending much of our money on services designed to treat people once they get ill. This needs to change.”



# Our vision

Our vision is simple. We want people to live healthy and independent lives, supported by thriving and connected communities with timely and easy access to high quality and efficient public services when they need them. We can only do this if we work together with our partners in the health and care system and with our patients and public.

Bringing health and care together in a way that is sustainable, while also making improvements to how we deliver services is not going to be easy.

At the heart of every decision is our commitment to deliver the health and care services the people of Somerset expect and deserve.

## We will:

- Make our decisions in the interests of the people of Somerset and work together to support any adverse impacts at an organisational level
- Work towards equity of service provision – this means getting rid of variation and making sure that everyone has fair access to services when they need them. It also means reducing the size and length of waiting lists
- Make sure that our acute services meet the clinical needs of the people of Somerset and are financially sustainable
- Adopt a neighbourhood model for clinical services – this will support us to move treatment and care closer to people's homes and reduce the cost of acute services.
- Make sure we have parity of esteem for mental and physical health – this means valuing mental health equally with physical health
- Have an open book approach in respect of quality, operational, workforce and financial information to support system wide assurance, transformation and delivery – this means we will share resources, best practice and work together for the benefit of the people of Somerset
- Have a single programme of work and approach which is aligned with the movement to an Integrated Care System (ICS) structure – this means working together as a health and care system to improve services for the people of Somerset.



A woman with long brown hair is smiling and interacting with three children in a playroom. The children are holding hands in a circle. The woman is on the left, and the children are in the center and right. The background is a bright blue wall with a teddy bear and a yellow ball. The text is overlaid on a blue semi-transparent box on the left side of the image.

“We are bringing together all our partners, not just in the NHS and social services but also wider partners in housing, education, employment, community and voluntary groups. Together we are focusing on wellbeing and empowering people to stay well. We are investing more in preventing ill health and helping those with long-term conditions to manage them proactively.”



# Our challenges

Like all NHS organisations, finance continues to be a significant challenge for us. Balancing the needs of our population against the money we have available to spend means that we have to make difficult decisions about what we fund and how we fund it.

## Age related conditions

Our population is relatively older than the national average and this is expected to continue to increase.

While people in Somerset are living longer than they used to, there is an increasing gap between life expectancy and healthy life expectancy - the last fifteen years of many people's lives is spent with a long-term condition(s).

Support for people with multiple conditions is more complex and needs to be much better integrated.

## Lifestyle, society and environmental factors

60% of health issues are estimated to be caused by these. They include not just the usual suspects of smoking, diet, exercise, alcohol misuse or drug abuse but also social isolation, poor housing, limited education and employment opportunities.

## Mental wellbeing

This is a major issue for us here in Somerset and affects around 70,000 of our people at any one time. Added to this, many people who experience a mental health problem can

also have poor physical health.

## The solution?

We believe that by doing more to support people to live well and make positive lifestyle choices as well as tackling inequalities there will be a positive impact for everyone in Somerset.

By helping people early and focusing on prevention, this will also help our financial position. It costs far less to help someone stay healthy than it does to treat and support them when they have become ill.



“We want to provide more care in people's homes and/or community settings, with greater support in our many rural communities. As a result, we'll see fewer beds in our acute and community hospitals and a move away from a bed-based model to one that uses the best available technology to support new and different ways of providing care.”





# Working together



Fit for my Future is our health and care strategy for Somerset. Together with our NHS partner organisations and Somerset County Council we are developing proposals for how we will deliver services in the future.

We want to make sure that local people - whether they are patients, carers, members of the public or our staff, have the opportunity to be as involved as they wish with the strategy and our proposals.

Some of our proposals can be taken forward through our current delivery groups and boards. Others will need full public consultation.

## What you've told us

In 2018 we shared our Case for Change and proposals with you. Your feedback showed us:

- you support the majority of our proposals, especially care closer to home and self-care
- you have concerns about services being centralised, travel and transport, staff shortages and reduced community services
- you want help and support to be available as early as possible and to be joined up and co-ordinated
- there is overwhelming support for people with acute conditions to go home from hospital as soon as possible provided adequate care and support is available
- you support equal priority in service provision for mental and physical health and a 'whole person' approach to treatment for people with both mental and physical health problems

## What next?

Some of our proposals require public consultation. We will be talking to you about these, starting in the autumn with mental health. You will all have the opportunity to have your say. The other proposals will be taken forward through existing delivery groups and boards.

# Our successes

We've invested in a Rapid Response Service to support people to stay at home rather than be admitted to hospital. Over 312 people were supported to stay at home this winter. We believe that for many people, your own bed is the best bed.

## Better diabetes management

We've worked in partnership with My Digital Health to offer My Diabetes My Way. This is a self-management online platform which over 3,000 patients are now using to see records and monitor their condition.

## Mental health

We met the two week waiting target for receiving treatment for psychosis.

We are increasing investment in our mental health services and this investment will be funded recurrently.

## GP and primary care

We're improving access to GP and primary care services. A third of our GP practices are now offering online consultations.

We are also expanding the range of services available in GP practices including specialist clinics for COPD and other long term conditions.

From 2019/20 we will take on delegated commissioning for primary care which will give us greater clinical control and influence over our local primary care services and support investment in general practice.

## Improving cancer care

We introduced a new lung cancer pathway which means that high risk patients are being seen and treated faster.

Faceo immunochemical testing (FIT) for people with lower risk symptoms of bowel cancer is now available in all our GP practices.

We've worked with Yeovil District Hospital to create a new head and neck cancer pathway which has halved waiting times.



# Our people

Our population is relatively older than the national average, and over the next 25 years while the overall population will rise by 15% we expect those over the age of 75 to double, resulting in a significant rise in demand for health and care services.



1 in 4

over the age of 65

580,000

our population

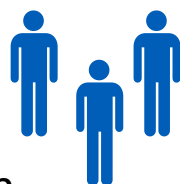


18%

under the age of 18

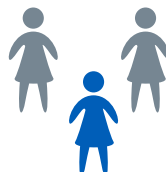
80 years

average male life expectancy at birth



84 years

average female life expectancy at birth



3,000,000

GP appointments provided each year



1,700

alcohol related hospital admissions per year



18.8%

living with a disability or life-limiting illness



1 in 8

diagnosed with anxiety or depression

1 in 5

children under 5 are obese or overweight



2 in 3

adults are obese or overweight




12%

of people smoke







“Isolated rural communities and an increasingly older population present particular challenges for us in Somerset.

We want to provide support and services to enable people to stay in their own homes and communities, but we have to make sure our approach is sustainable for many years to come.”



# Our staff

Our staff are our most valuable asset. How they feel about working with us is really important. This year we have worked hard to make sure that our staff feel trusted and valued and that we are also looking after their health and wellbeing.

We have 238 employees, 80% of whom are female and 20% are male.

Our Governing Body has a majority of healthcare professionals, a requirement for all CCGs.

Our Governing Body consists of 7 women, 5 men and 1 vacancy.

## Health and wellbeing

Our Employee Assistance Programme offers a free confidential helpline with information, advice and emotional support to help staff manage life's ups and downs and is available 24/7.

We also offer counselling support, debt management advice and a web based support service.

## Compassionate network

We have a group of peer volunteers who provide a listening ear for anyone experiencing a stressful event, either inside or outside of work. This is completely confidential.

## NHS health checks

We host NHS health checks for staff aged between 40 and 75 who live in Somerset.

## Being active

As many of our staff are office based, we try to encourage them to be as active as possible, with showers and lockers onsite to support those who wish to walk, cycle or run to work.

We host weekly pilates and yoga classes as well.

## Flexible working

We know that work/life balance is important so we offer flexible working to support staff to meet their work and home life responsibilities.



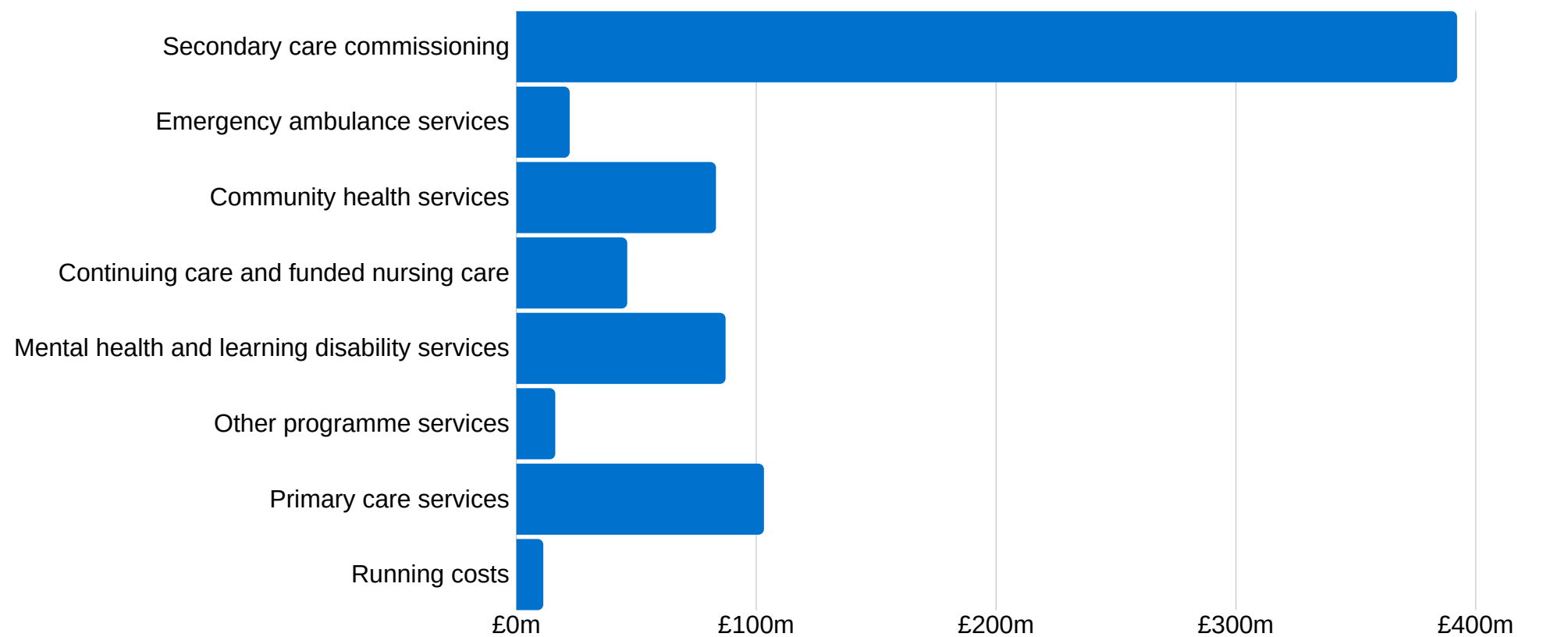


We need a vibrant workforce. As demand for health and care increases, we need more trained staff within Somerset but we are facing a shortage of doctors, nurses, midwives, social workers and allied health and care professionals. We need to think differently, beyond the traditional health and care skills and jobs, and bring in new roles to meet the needs of the population.



# Our finances

Our budget for this year was £761.8 million. We have delivered all of our financial targets and achieved a breakeven position against our in year revenue resource limit. The chart below sets out how we spent our money.



Secondary care commissioning means hospitals and specialist care. You can find more detailed information about how we spent out money in the 2018/19 Annual Report and Accounts available on our website: [www.somersetccg.nhs.uk](http://www.somersetccg.nhs.uk)



# Our plans for the future



We want people to live healthy and independent lives, supported by thriving and connected communities with timely and easy access to high-quality and efficient public services when they need them. To help us achieve this, the way that we organise and commission our services needs to change.

We know changes will be more effective if we prioritise and concentrate our efforts on achievable actions that will have greatest impact. Together with our partners we have agreed on some key priority areas for health and care over the next twelve months:

## Prevention

We will invest more in helping people to stay well and live healthy lives. We are focusing on the development of social prescribing and the prevention of cardiovascular disease.

## Development of local services

We will support people to remain at home through more closely integrated neighbourhood health and care teams.

## Strengthening specialist and hospital services

We will design a model for our district hospitals which will make sure they have a vibrant future and distinct purpose with stronger links to hospitals outside of Somerset.

We will invest in community adult mental health services and continue to develop home treatment services to provide alternatives to hospital care.

We will work towards better care and earlier intervention services for children in crisis.

## Working better together

We will develop systems that support information sharing, joint decision making, service integration and directing resources towards prevention and place-based care. We will do this by continuing to develop, Fit for my Future, an integrated health and care system for Somerset.

## Improving our finances

We will develop and deliver a three year financial recovery plan.

# Listening to your voice

We have a legal obligation to involve the public both in how we plan services and in any changes to current services. But we want to do more than this. We want to make sure that the patient and public voice is at the heart of everything we do.

We know that in the past we haven't been very good at listening to the people who live or work in Somerset.

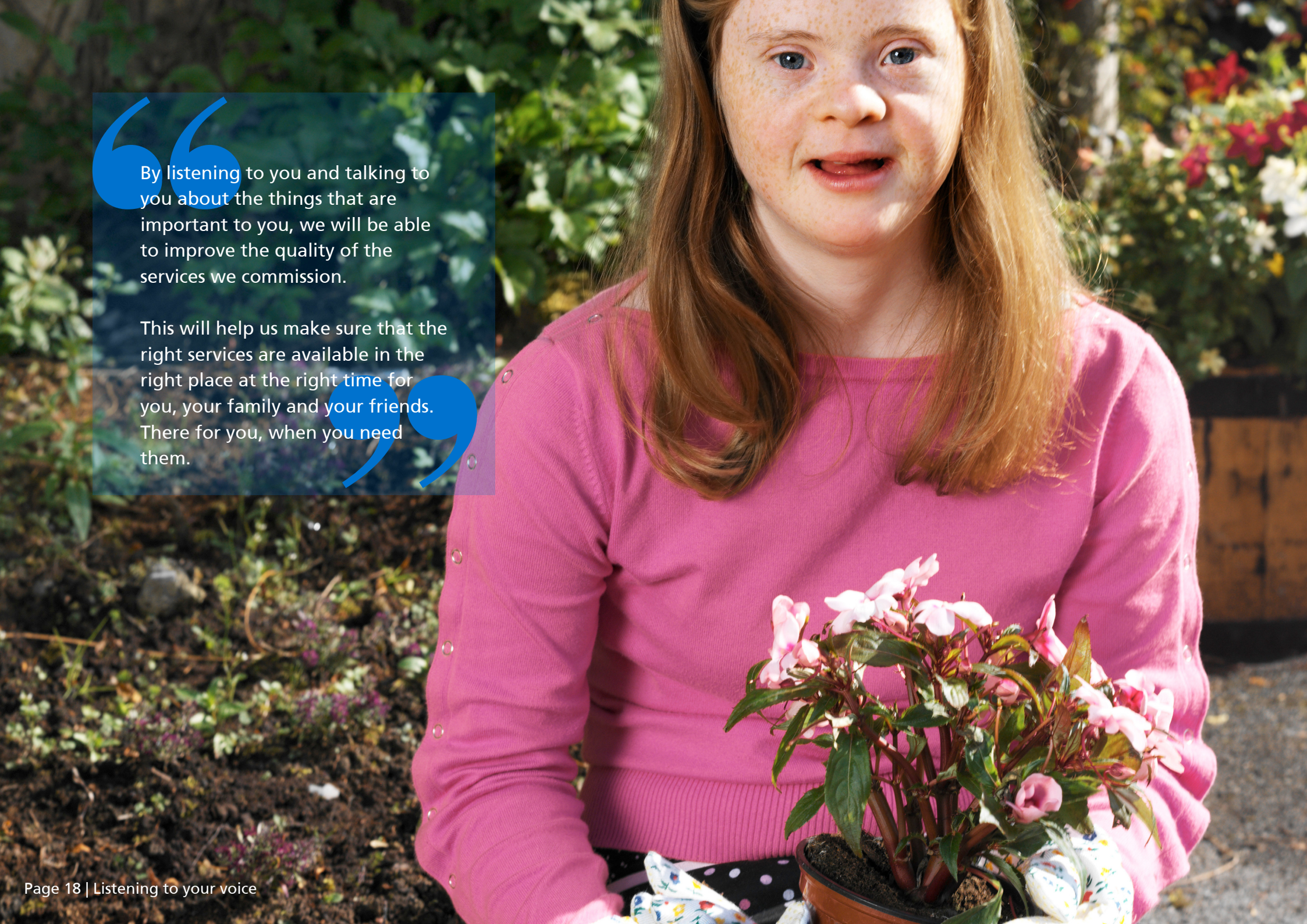
To help us change this, we have brought our communications and engagement teams together to develop new ways of working with you to make sure your voices are heard.

Our new Communications and Engagement Strategy is currently being developed in partnership with staff, patients, voluntary groups, third sector partners and the public.

We involve patients, the public and partners in our commissioning in a number of ways, including:

- Somerset Engagement and Advisory Group - we have over 140 members including individuals, voluntary organisations, charities, community groups and pressure groups. The group meets on a quarterly basis.
- Patient Participation Group Chairs network - we meet with the Chairs of the 66 Patient Participation Groups on a quarterly basis.
- Community outreach at local events
- Stakeholder meetings - these are partnership meetings with the local authority, the local NHS watchdog Healthwatch Somerset and other groups.
- Our annual general meeting and bi-monthly Governing Body meetings at which the public can ask us questions and hold us to account.
- Social media - we use our Twitter account to promote public engagement.
- Formal consultation and engagement exercises about specific proposals to change services.





“By listening to you and talking to you about the things that are important to you, we will be able to improve the quality of the services we commission.

This will help us make sure that the right services are available in the right place at the right time for you, your family and your friends. There for you, when you need them.”



# How to get involved

We have spent some of the last year taking stock and looking at developing a new approach to public involvement, building a stronger foundation to our work. There are lots of ways that you can get involved with our work.

## You can:

- Join your GP practice's patient participation group
- Become a lay member
- Follow us on Twitter @somersetccg
- Share your patient story with us
- Get involved with Fit for my Future
- Come to a Governing Body meeting
- Join our Somerset Engagement and Advisory Group
- Attend our Annual General Meeting
- Join Healthwatch Somerset
- Sign up for our weekly Patient Engagement Newsletter

## Next year we will:

- Develop our new Communications and Engagement strategy
- Broaden our presence on social media as part of our developing social media strategy - look out for us on Facebook, Instagram and LinkedIn
- Improve the way we listen and talk with you to make sure we are coming to you, where you live and work, to have the conversations that matter to you
- Regularly share your stories with our staff at all levels to make sure that your voice is at the heart of everything we do

To sign up or find out other ways to get involved, visit our website:  
<https://www.somersetccg.nhs.uk/get-involved/>



**This annual review is a summary of our work during 2018/19. This is covered in detail in our Annual Report and Accounts available on our website [www.somersetccg.nhs.uk](http://www.somersetccg.nhs.uk)**

**This document is available in different formats and languages on request.**

If you would like to find out more about our work and how you can get involved contact us:

NHS Somerset CCG  
Wynford House  
Lufton Way  
Yeovil  
Somerset  
BA22 8HR

Telephone: 01935 384000  
Email: [somccg.enquiries@nhs.net](mailto:somccg.enquiries@nhs.net)

[www.somersetccg.nhs.uk](http://www.somersetccg.nhs.uk)



@somersetccg

