

Report to the NHS Somerset Clinical Commissioning Group on 24 September 2020

Title: Chairman's Report incorporating Communications and Engagement Report	Enclosure D
--	--------------------

Version Number / Status:	N/A
Executive Lead	N/A
Clinical Lead:	Dr Ed Ford, Chairman
Author:	Dr Jane Harris – Head of Communications and Engagement

Summary and Purpose of Paper

To report on the Chairman's engagement activity and inform the Governing Body on the progress against the communications and engagement strategy objectives. To update the Governing Body on progress with the implementation of statutory patient and public participation duties. To update the Governing Body on the appointment of the permanent Accountable Officer and Chief Executive.

The report also includes the following annual reports for 2019-2020:

- Engagement annual report
- Our year infographic
- Annual review summary
- Easy read annual report

Recommendations and next steps

Governing Body is asked to note the content of this report and its appendices and support the work programme outlined.

Impact Assessments – key issues identified

Equality	Considered throughout.
Quality	N/A
Privacy	No issues for information sharing.
Engagement with patients and/or public	All measures relate to commissioning of services, achievement of standards and statutory duties for Patient and Community Engagement. This helps to build confidence and assure the public/other key stakeholders that the organisation is listening and responding to patient voices in commissioning.
Financial / Resource	N/A
Governance or Legal	We have statutory obligations regarding patient/public involvement
Risk Description	Ineffective communications and engagement could negatively impact on the successful delivery of our transformation programmes and on service change and patient care.

Risk Rating	Consequence	Likelihood	RAG Rating	GBAF Ref
	-	-	-	-

Accountable Officer appointed for Somerset Clinical Commissioning Group

Following approval from NHS Chief Executive Sir Simon Stevens, James Rimmer has been appointed as NHS Somerset's Clinical Commissioning Group's Accountable Officer and Chief Executive.

Working for the CCG in an 'Acting' Accountable Officer role since 01 September 2019 James has now been confirmed through formal appointment for the Accountable Officer position following an open, competitive recruitment process.

Announcing James' appointment, Lou Evans, Vice Chair, said "It is almost 12 months since James joined us and we are now in a much stronger position as a commissioner and as a system. His wealth of experience and expertise from provider organisations has enabled us to further improve the way we work as a system to support the people of Somerset."

He added "We welcome James' formal appointment. With support of our dedicated staff he has ably led us through the challenges of the Covid-19 pandemic while also continuing and accelerating our work to improve the health and wellbeing of everyone in Somerset."

James was previously Chief Executive at Weston Area Health NHS Foundation Trust. He has also held a number of senior management roles in other organisations including University Hospitals Bristol NHS Foundation Trust, Royal United Hospitals Bath NHS Foundation Trust and Yeovil District Hospital NHS Foundation Trust.

Commenting on his appointment, James said: "I am very proud to become a permanent member of the Somerset NHS family. We are very lucky in Somerset to have passionate, dedicated and inspirational staff, patients, carers, providers and partners who are all working together to make a difference and I am privileged to work alongside them. Together we will continue to confront the unique challenges of a pandemic while making sure we have the right services in the right place for people at the right time."

Elizabeth O'Mahony, Regional Director for the South West, NHS England and NHS Improvement, said: "I'm delighted that James has accepted the post of Accountable Officer for Somerset CCG. He has the values and skills we seek in our healthcare leaders and has led the CCG through the challenges of the last few months with integrity and purpose. I would like to congratulate James and wish him and the CCG every success."

Communications and engagement report

01 July 2020-31 August 2020

Jane Harris

Head of Communications and Engagement

Introduction

This communications and engagement report aim to demonstrate how we have been informing, engaging and involving people about key healthcare initiatives, the issues and key themes emerging from our patient and public feedback and how we are progressing with key work programmes.

Following the approval of the communications and engagement strategy by the Governing Body on 19 September 2019, this report has been reshaped to report on delivery against our new communications and engagement objectives.

The activity highlighted in this report covers the period from 01 July-31 August 2020. If you would like to know more about this work or have any feedback on the report, please get in touch with us by emailing somccg.engagement@nhs.net

There are four appendices to this report:

- Our engagement annual report for 2019-2020
- Our year 2019-2020 – an infographic showcasing our key organisational achievements
- Our annual review summary for 2019-2020
- Our easy read annual report for 2019-2020

Summary

The communications and engagement team has been involved in a wide variety of projects and engagement activity during the reporting period. This report includes the following information:

- a spotlight dashboard including the impact and outcomes of our work
- Chair's activity report
- delivery against our communications and engagement objectives during this reporting period
- plans for the next reporting period against our communications and engagement objectives

Spotlight dashboard

The communications and engagement team has produced a dashboard which is based on the Government Communications Service Framework evaluation model. This dashboard shows the output, outcomes and impact of our communications and engagement work over the last four months (01 July-31 August 2020).

We have reviewed our original actions and plans for year two of our communications and engagement strategy in light of our response to Covid-19 and the changing environment. We have prioritised those actions that help us communicate and engage with the widest range of our audiences while supporting system and

partnership working. We have set a particular focus on reaching and hearing from those of our communities who are more likely to experience health inequalities.

Our priority areas for the rest of the 2020-21 financial year are:

- establish regular engagement with the new Somerset NHS Citizens' Panel using Bang the Table
- become more connected with our communities by reviewing our stakeholder database, developing relationships with VCSE organisations and reviewing the purpose of Somerset Engagement and Advisory Group
- provide the tools for the organisation to abide by section 14Z2 of the Health and Social Care Act 2012 at all levels of the ladder to participation – including staff training
- review, plan and action improvements to our internal communications, taking into consideration recent changes to ways of working and the recent review of 60 Second Briefing
- further refining our new website ensuring that it is suitable for the public and our clinical community while developing our staff extranet
- develop a masterclass training programme for staff that includes website, writing/tone of voice, media interviews, social media, video filming and editing among others.

Chair's activity report* (30 July 2020-24 September 2020)

Date	Event
30 July	Meeting with Non-Executive Directors
	Governing Body meeting
11 August	Accountable Officer interviews
12 August	Finance and Performance Committee
25 August	South West Chairs meeting
26 August	Health and Wellbeing Board Executive meeting
27 August	Non-Executive Directors meeting
15 September	Annual General Meeting
16 September	ICS Shadow Board meeting
22 September	South West Chairs meeting
	Pre-audit committee meeting
24 September	Governing Body meeting

*When the Chair is on leave or not at work, the Vice Chair or other Executive Director attends meetings in their place

Delivery against communications and engagement objectives

Objective 1: to build trusted relationships with groups and individuals in Somerset

Identify key groups and individuals and make sure we are engaging effectively with them

We continued our comprehensive programme to map our stakeholders (both groups and individuals) and identify any gaps in how we engage and communicate with groups and people. We continue to develop our stakeholder database.

Building relationships with groups and individuals

We continue to support the development of the Yeovil neighbourhood forum which is led by the Primary Care Network Clinical Director and involves NHS providers including primary care, local councils, voluntary, community and social enterprise partners and patient participation group chairs.

We joined the South Somerset West Primary Care Network neighbourhood network to build connections and relationships with communities around Crewkerne, Martock and South Petherton.

We issued our quarterly stakeholder newsletter in August to MPs, county, district and parish councillors, VCSE sector colleagues and other partners, providers and stakeholders.

We are building on the community asset based approach we piloted for Fit for My Future earlier this year and focusing on how we engage with the voluntary and community sector.

Develop programme of outreach into seldom heard/listened to groups

Our engagement team continue to build relationships with Our Voice to connect with people with learning disabilities in Somerset and are working proactively with them to make sure their voice is heard and that they are kept informed and engaged on relevant health issues and service delivery.

We produced our easy read annual report which is included in the appendices to this report.

We continue to develop our work with Somerset Community Council and Diversity Voices on in-reach work with BAME groups and communities. We have made test and trace and other key information available to our communities in a range of languages.

Review and refresh current engagement forum

We have begun to review the purpose and membership of Somerset Engagement and Advisory Group (SEAG).

At present SEAG is meeting virtually every two months.

Review and refresh current engagement communications

We are continuing to refine and develop our weekly engagement bulletin.

Develop systems and processes for collecting patient feedback and stories and using them in our commissioning work

We are continuing to refine our process for capturing patient stories and feedback more effectively and developing our 'you said, we did' process for sharing feedback and outcomes. Our feedback is reported at every public Governing Body meeting and also on our website. See the Spotlight dashboard for further information.

We are regularly sharing patient stories with our staff through our internal staff newsletter, 60 Second Briefing.

We developed our use of Bang the Table, an online engagement platform, to support the Citizen's Panel and to support us to hear the patient and carer voice more effectively and engage in multi-directional conversations.

Engage our GP member practices in regular conversations

We have worked with our primary care team to develop daily updates to our GP member practices as part of our response to Covid-19. We continue to offer content reviews of the updates.

We have continued to provide guidance to our GP member practices and provide an ongoing suite of communication resources to support clear messaging to patients, including videos and social media assets.

Engage our staff in regular conversations about how we communicate and engage with them

Feedback and views have been collected from staff in our latest Pulse Check sent out in July. The feedback also considers our new remote working environment and the continued role that internal communications plays to support and join teams together from across our organisation.

We have developed a new internal communications proposal that includes:

- A refresh of the current 60 Seconds Briefing moving to twice a week – with different content, based on most popular topics
- A job request system – that will help to promote high quality, consistent messaging as well as managing the communications team workload. A template has been devised to help support and clarify the purpose and desired outcome from any communications requests
- Consideration of additional remote ways to keep in touch with colleagues and take part in regular conversation – such as coffee roulette and virtual teams activities.

We continue to facilitate a 'staff room' on Facebook to support staff to engage with us in a more informal manner and encourage the social aspects of work/life during remote working.

We continue to support regular virtual staff briefings – staff are all encouraged to raise questions and provide feedback through these briefings.

We have continued to support the High Performing Organisation work programme work including work around culture, values and behaviour.

Review our media relations

We continue to build a database of local, regional and national journalist contacts.

We have offered video and telephone media training to staff who may need to speak to the media as part of their role and our response to Covid-19. This has included GPs from our member practices.

We continue to support a number of staff to undertake positive, proactive media activity in relation to our Covid-19 response and system working.

Objective 2: to encourage the public to have their say by making it as easy as possible for them to talk to us

Support staff to understand the purpose and value of high quality engagement

We continue to publish at least one patient story a month in our internal newsletter for staff.

Train and develop our staff to be confident in engaging with all audiences and supporting them to understand the power of patient and public engagement

Our regular 10 steps to better engagement training has been suspended during our response to Covid-19. We will be stepping this back up over the next few months. Three team members are able to deliver the training and all team members have completed the standard 10 steps to better engagement course.

Learn from good practice and what is working well elsewhere in the county and country

We have continued to share good practice and learn from colleagues across the country via webinars and online discussion platforms during our response to Covid-19.

We are members of the national NHS engagement practitioners' network.

Develop how we bring the patient voice into our organisation

We are awaiting the outcome of the Patient and Community Engagement Indicator assessment (submitted in February).

We continue to support our Patient Participation Group network which continues to meet online to facilitate participation and engagement during our response to Covid-19.

Our Somerset Engagement and Advisory Group also continue to meet online.

The development of our Citizen's Panel is supporting us to hear the voices of our patients and public more effectively on issues which are important to them. 113

people from the Somerset NHS Citizen's Panel responded to our Covid-19 survey.

Capturing the patient and public voice

We produced our Engagement Annual Report for 2019-2020. See the appendices to this report for the Engagement Annual Report.

We ensured that the patient and public voice is accurately and appropriately reflected in our Annual Report and Annual Review summary for 2019-2020. See the appendices for this report for the Annual Review summary.

We continue to develop our reports for the Governing Body.

We produced a report with key findings from four pieces of engagement that have taken place around our response to Covid-19. The engagement work consisted of a Citizens' Panel survey, questions to VCSE partners, a Healthwatch Somerset survey and PALS contacts.

Make engagement a core part of business as usual throughout the organisation

We supported a children and young people's mental health survey to gather views about current and future services. 307 responses were received; 89% of which were from children and young people aged 8 to 18 years. The feedback from this survey will directly inform our commissioning of these services.

Objective 3: to make sure everyone can access information about what we are doing and why we are doing it

Develop a common language which is simple, easy to understand and engaging and which promotes a shared understanding

We continue to use Healthwatch Somerset's reading panel to test our communications

Develop accessible communications channels and documents

We have produced our annual report in easy read.

We are captioning all images and videos on social media to make them more accessible.

We are developing the use of animated videos to tell our stories more simply and in a more engaging manner (with subtitles as needed).

We are subtitling all our videos wherever possible.

Establish closer relationships with local media to reach those without access to the internet

We continue to work together with our healthcare providers and county and district council partners on proactive media stories to share key messages, provide reassurance and strengthen public understanding.

We have continued to provide consistent and timely responses to all media enquiries.

Making sure public information is current and accurate, providing consistency across the system

Prior to the launch of our new website in June 2020 we reviewed all current content with relevant staff teams for accuracy and removed all out of date information. See objective 4 for more information.

Making events and meetings more accessible

We have moved all events and meetings online where possible as part of our response to Covid-19, however, we fully appreciate and understand that online solutions are not appropriate for all events and meetings or for all of our audiences. We continue to explore safe and accessible alternative ways of hearing from people in Somerset.

Objective 4: support our staff to hear the public voice in the commissioning of services

Taking a transparent, open and honest approach to our communications and engagement activity

We provide a regular monthly report to our Directors on our communications and engagement activity which includes horizon scanning and a media summary.

Supporting people to hold us to account

We have begun to live stream our Governing Body meetings to make them more accessible to more people.

Final plans are underway to livestream our virtual Annual General Meeting event on 15 September 2020. Event details have been shared with system partners and promoted via our Engagement bulletin, GP bulletins, stakeholder invites, online, social media and partner communications channels.

We are promoting our Governing Body meetings online, via our social media channels and in our Engagement bulletin to widen public participation.

Working with system partners to share our common vision for NHS services in Somerset and maximise engagement and understanding

We continue to hold a weekly communications call with our health system partners to share news, information and best practice as well as discuss opportunities for joint working and shared messaging including proactive press releases and radio/television interviews.

We also meet weekly with our county and district council partner communication leads to support system working and joint messaging.

During our response to Covid-19 we have worked together across health and care partners on the provision of out of hours and incident support to ensure a system approach and collaboration across all partners.

Develop our social media channels as an effective communications and engagement mechanism

Our audience continues to grow steadily on Facebook. We have over 1,522 followers by 09 September 2020 from a baseline of 0 in June 2019.

Our communications team continue to work together creatively and proactively to create original, shareable content for our social media channels.

Train and support the professional development of our communications and engagement staff

All appraisals for team members have been completed.

Plans for the next reporting period against communications and engagement objectives**Objective 1: to build trusted relationships with groups and individuals in Somerset****Identify key groups and individuals and make sure we are engaging effectively with them**

We will continue with our stakeholder mapping to identify gaps in how we engage and communicate with groups and people.

Building relationships with groups and individuals

We will build on the model being developed with the Yeovil neighbourhood forum and the South Somerset West neighbourhood forum and expand into two other primary care networks, developing the model with local people and key stakeholders.

Develop programme of outreach into seldom heard groups

The engagement team will continue to build relationships with Our Voice, supporting better engagement with people with learning disabilities in Somerset, making sure their voice is heard within our work and that they are kept informed of our plans for health and care services and have the opportunity to comment.

The engagement team will continue to build relationships with BAME groups in Somerset, making sure their voice is heard within our work and that they are kept informed of our plans for health and care services and have the opportunity to comment.

The engagement team will also seek to build relationships with gypsy and traveller groups and communities to facilitate their voice being heard within our work.

We will evaluate our community asset based pilot for engagement for our Fit for My Future programme and embed the learning across the organisation.

Develop systems and processes for collecting patient feedback and stories

and using them in our commissioning work

We will continue to consider how we can engage more effectively offline to reach those who do not have internet access (or do not wish to engage with us online).

Engage our GP member practices in regular conversations

We will review the purpose and ownership of our weekly GP bulletin following the changes made in response to Covid-19.

Engage our staff in regular conversations about how we communicate and engage with them

We implement the improvements to our internal communications identified through our most recent pulse check.

Review our media relations

A media training programme is being set up as part of our internal training programme, this will be run by our communications colleagues in NHSE and supported in-house. This will help to build positive media relationships and increase our range of spokespeople for both proactive and reactive media responses.

Objective 2: to encourage the public to have their say by making it as easy as possible for them to talk to us**Train and develop our staff to be confident in engaging with all audiences and supporting them to understand the power of patient and public engagement**

We will schedule further 10 steps to better engagement training sessions for staff later this year.

Develop how we bring the patient voice into our organisation

We will build and develop our Citizen's Panel.

We will look at how we hold our provider organisations to account for their engagement activities and actions.

We will work with our PPG Chairs to offer a package of support, training and advice.

Objective 3: to make sure everyone can access information about what we are doing and why we are doing it**Develop a common language which is simple, easy to understand and engaging and which promotes a shared understanding**

We will work with colleagues in corporate business to refresh our house style to make it consistent with our tone of voice guidelines and roll these out internally.

A series of communications masterclasses are in development including social media, tone of voice / style guidelines, video filming and editing, what makes a good story. These will be rolled out across the organisation over the next few months.

Develop accessible communications channels and documents

We will review our processes for translating information into other languages including British Sign Language.

Making sure public information is current and accurate

We will continue to refine our new website and work with partners to make sure our information is current, accurate and accessible.

Objective 4: support our staff to hear the public voice in the commissioning of services

Supporting people to hold us to account

We will further develop the advertising and promotion of the Governing Body meetings and supporting people to ask public questions.

We will promote the #AskYourGB hashtag and make sure we are closing the loop by sharing the questions and answers not only on social media but also on our website and through our Engagement Bulletin.

Create a shared visual identity which reflects the NHS in Somerset and the future we are building together

We will continue to develop our new website and begin the development of a staff extranet in partnership with digital and information governance colleagues (see objective 3).

Develop our social media channels as an effective communications and engagement mechanism

We will set new targets for followers for our social media accounts.

We will review how we run our bi-monthly social media workshops for staff in the light of our response to Covid-19 and our continued remote working.

Train and support the professional development of our communications and engagement staff

A training plan for the team will be created from individual appraisals.

Patient and public engagement

The Engagement team continued to support the Incident Control Centre during this time but have also been able to restart engagement activity. Some key engagement activity that has taken place includes:

419 views considered as as part of our Covid-19 initial report

We have been asking people what they think of the NHS response to Covid-19 in Somerset. The information collated included responses from our Citizens' panel, Healthwatch Somerset, PALS and Somerset Engagement and Advisory group attendees. Overall people have been extremely positive about how we have responded and the dedication shown by NHS staff during this time. The report includes key findings that will help inform our recovery work. We will continue to build on this report, working with partners to ensure we monitor feedback on our services during the pandemic.

307 people told us what they thought of children and young people mental health services in Somerset

The aim of the survey was to understand what children and young people in Somerset feel is working well, not so well and what could be improved in regards to early intervention low level mental health services. 89% of people who completed the survey were aged 8 to 18 years. The results from the survey are currently being analysed and will be made publicly available soon. The next stage will be to ask interested respondents to attend focus groups that will explore ways that we can co-design services for young people with young people.

YOUR VIEWS MATTER

4 engagement meetings took place

We started running Somerset Engagement and Advisory group and Patient Participation Chairs network meetings as soon as we could (albeit virtually). We understand how important it is for us to continue to hear from partners and stakeholders during this time and are therefore meeting more regularly.

Patient and public engagement

You said:

Patient contacted PALS as she did not have access to the internet to make an online GP appointment

You said:

Patient was shielding and was worried how she was going to get her medications

You said:

Mum of 8 week old baby has moved house and was worried her baby would not get called for her immunisations

We did:



PALS contacted the surgery who said that the patient could ring and they would help her with an appointment

We did:



We contacted the local Corona helpers who collected the patient's medications

We did:

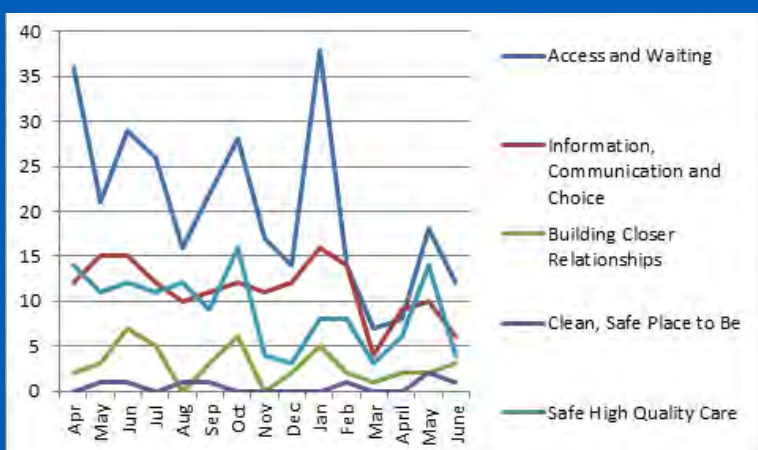


We contacted the practice manager to arranged for the nurse manager to contact mum to ensure the baby was booked in correctly for her next immunisation

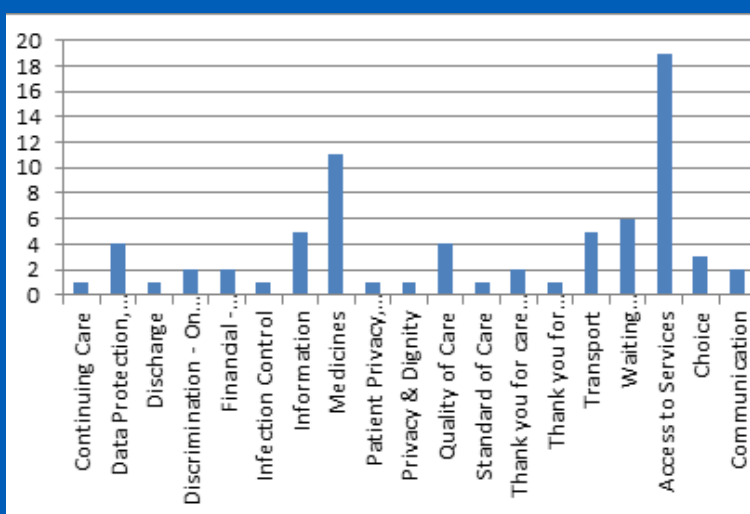
72

PALS enquiries received

Trends:



Top themes:



Access to services continues to be a top theme including:

- access to services such as the community dermatology service
- medicines queries
- access to appointments

Digital engagement

Twitter



103K

impressions ▼35%



232

mentions ▼37%



1,105

profile visits ▼19%



5,967

total followers

+57

followers
gained

Best performing post

If you're going outdoors in hot weather, remember to use cool spaces considerably and keep your distance in line with social distancing guidelines. Read more on heatwave tips: bit.ly/2IGOkn6

2,581 impressions

5 retweets

5 likes

Facebook



111,004

reach ▲31%



4,777

engagement ▼54%



388

page visits ▲276%



1516

total
followers

+153

followers
gained

Best performing post

Did you know most minor injury units in Somerset can treat broken bones? The emergency department at Yeovil Hospital has seen attendance numbers rise...

6,819 reach

68 likes; 2 loves

139 reactions; 37 shares

LinkedIn



3,825

impressions
▲141%

380

total
followers

+20

followers
gained

Best performing post

We're looking for a GP Clinical Lead – Cancer (Permanent / Part Time) to champion the transformation of cancer services across Somerset and drive engagement between partners.

209 impressions

6 reactions

Website activity



13,685 sessions in July and August

6,901 unique users

31,685 page views

Most popular pages:

- prescribing (2k views)
- for clinicians (1k views)
- resources (727 views)
- contact information (530 views)
- Patient transport (481 views)

Media



12 media enquiries / requests for interview received

9 news releases issued / pitches to journalists

Top three pieces of proactive coverage

- Celebrating our fantastic staff who have gone 'above and beyond' to support patients
- Public invited to attend virtual event to hear independent analysis of mental health consultation feedback
- Immunisation programme restarts to keep secondary school children protected



Internal communications



87 responses from staff colleagues

Pulse Check

We asked staff for their feedback on our internal communications in our quarterly pulse check.

- 90% of staff read 60 seconds every week
- 95% of staff find it useful
- 71% of staff found staff briefings useful

Are you communications ready?



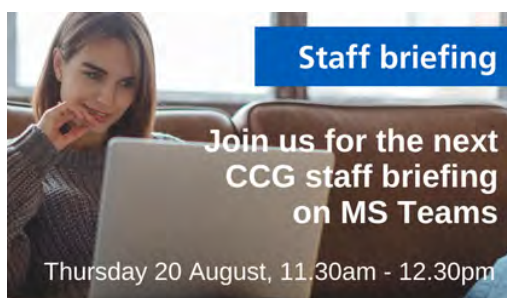
What do you want to achieve? What is your objective?

We will need to know what your purpose is and how you will know if you have achieved it. We can help you design what you need or want from communications activity.

Developing a new communications offer

Following the pulse check, we have reviewed our communications offer and are introducing new ways to help staff. This includes:

- a series of communications masterclasses which, subject to demand, we will run on a regular basis. Topics include media training, web editing, writing for different audiences and how to film and edit video
- 'Are you communications ready' prompt and request form, to allow us to prioritise work requests more effectively
- bespoke communications support and training for PPG Chairs



Team focused staff briefing

James Rimmer and senior colleagues shared some of the great work that has been taking place across our organisation in a special staff briefing.

Engagement report

2019-20



A summary of our year

2,617

people we have
talked and listened
to in our
communities



565

PALs enquired
dealt with



5

Patient
Participation
Group Chairs
network meetings



158

engagement
events and
stakeholder
meetings



Reviewed our
approach to
public
involvement



Launched our
three year
communications
and engagement
strategy



1

public
consultation



3

Somerset
Engagement and
Advisory Group
meetings



Involving the public in our work

We want the people of Somerset to be able to live healthy and independent lives, within thriving communities. We can only do this if we work together with our partners in the health and care system and with our patients and public.

We are committed to making sure that the patient and public voice is at the heart of everything we do as move forward together. This year we launched our communications and engagement strategy that sets out how we will achieve this.

Our objectives are:

- to build trusted relationships with groups and individuals in Somerset
- to encourage the public to have their say by making it as easy as possible for them to talk to us
- to make sure everyone can access information about what we are doing and why we are doing it
- to support our staff to hear the public voice in the commissioning of services.

Our objectives were produced following engagement with, and feedback from patients, staff and partners.



Our duty to involve

We have a legal obligation to involve the public both in how we plan services and in any changes to current services. But this is not why we do it. We do it because we passionately believe it is the right thing to do. We are your NHS.

We have worked hard this year to broaden the way we involve people and their communities in our work. This includes:

- sessions for the public to come along and talk to us about our work at community venues across the county
- hosting Facebook Live events
- attending Freshers' Fairs at local colleges to hear from young people
- building trusted relationships with our voluntary and community sector organisations and attending their events
- working with partner organisations to ensure we better share public views including Healthwatch Somerset, Somerset Parent Carer Forum and Somerset County Council.



Our approach to engagement

We know that our patient and public involvement needs to be as diverse as our population is.

We have committed to communicating and working with people in lots of different ways and have visually displayed how we plan to do this below. We hope this will help us hear more views going forward.



Our people in Somerset

We also know that we need to be fair in our patient and public involvement making sure that we are hearing from everyone. To ensure we understand our population, we have clearly set out our demographics as if Somerset were a village of 100 people.

5 would be aged 0-4



15 would be aged 5-17



7 would be aged 18-24



16 would be aged 25-39



33 would be aged 40-64



13 would be aged 65-74



11 would be aged 75+



9 people would live in a deprived neighbourhood



Inequality in life expectancy is 6 years for men and 5 years for women



3 people would identify as Lesbian, Gay or Bisexual



64 people would be Christian and 27 would not have a religion or belief



48 people would live in a rural area



95 people identify themselves as white British

Average life expectancy at birth



80



84



11 adults identify themselves as a carer



19 people would have a long term health problem or disability



3 people do not speak English as their first language



3 would be veterans of working age

How we have listened

Somerset Engagement and Advisory Group

Somerset Engagement and Advisory Group (SEAG) is a representative group of community stakeholders that check and challenge our work.

Three SEAG meetings took place this year and the group were asked for their views on the following:

- our communications and engagement strategy
- health forums
- Fit for My Future consultation and engagement
- social prescribing



In April 2019, SEAG members told us that local health forums were a good idea and that they should return. Members gave us some clear ideas about how these should look going forward. These have been included in our communications and engagement strategy and we have started partnership working to develop two health forums (Yeovil and South Somerset West)

SEAG members told us in July 2019 that they would like to see closer working between health and the voluntary and community sector (VCS). They also told us that they would like to see community mental health services improve. The Somerset mental health alliance has been developed and is bringing us together with Somerset NHS Foundation Trust and VCS partners together to improve community mental health services in Somerset.



How we have listened

People Champions

Our People Champions are people with lived experiences of accessing services in Somerset or who represent service users. They act as a critical friend on boards and committees across our organisation. This year we had 28 People Champions represent the public voice on 12 boards and committees. This includes representation on our Governing Body.



Healthwatch Somerset Readers Panel

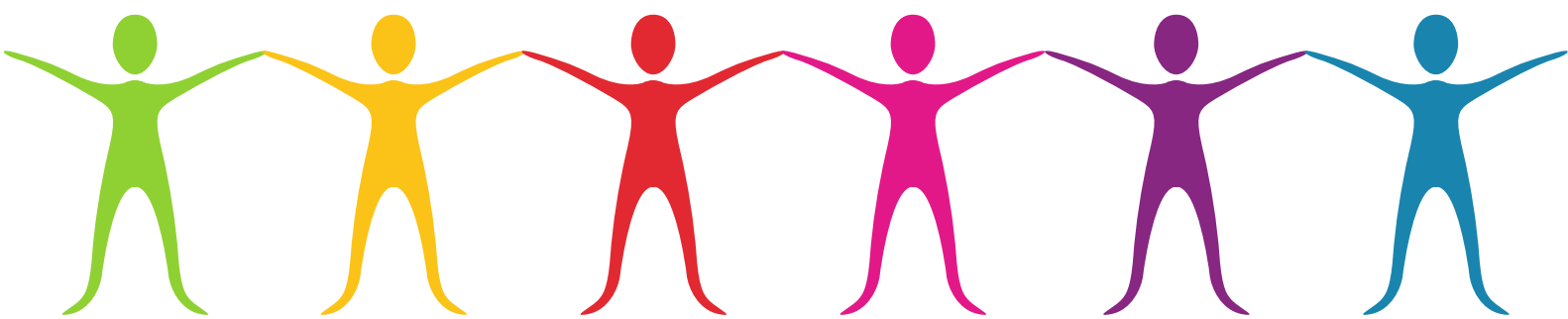
We have used this panel four times this year to check that our information is clear and easy to understand. We have listened to their views and made changes following their recommendations.

Patient participation groups

In Somerset, there are approximately 60 Patient Participation Groups (PPGs) based in GP surgeries throughout the county. They are patients who act as “critical friends” to their respective surgery, looking at how the surgery currently works, setting objectives for the coming year and agreeing how they can help to achieve those objectives.

We understand the important role that PPGs play in capturing the patient voice and because of this, we facilitate the Patient Participation Group Chairs Network. We held five meetings this year and listened to their views on:

- merger of Somerset Partnership and Taunton and Somerset NHS Foundation Trusts
- living with and beyond cancer care navigation system
- development of PPGs
- our communications and engagement strategy
- Fit for My Future mental health consultation
- Fit for My Future community settings of care engagement
- our primary care strategy



How we have listened

Fit For My Future

Fit for My Future is the health and care strategy for Somerset. It aims to support the health and wellbeing of the people of Somerset by changing the way we deliver health and care services, to become much more joined-up and located in the community wherever possible, closer to where people live.



This year we involved the public in decisions about adult mental health services and community settings of care. This includes:

- A one day workshop with a group of staff, service users, carers, voluntary sector organisations and other stakeholders to work through and appraise three options for the potential future location of our adults of working age acute mental health inpatient beds
- Public consultation on our preferred option, to relocate mental health inpatient beds, and an engagement programme on our early thinking about how we could improve community health and care services. 86 events took place, we spoke to 971 people and 1,375 surveys were completed
- For our consultation and engagement programmes we used a mixed method approach including public meetings, listening events, social media, pop-ups at colleges, libraries and other community venues
- We also piloted a community asset based approach working with our voluntary, community and social enterprise partners to hear directly from vulnerable and seldom heard groups and individuals in Somerset. Six focus groups and 34 interviews took place as part of this work.

How we have listened

Patient Advice and Liaison Service

Our Patient Advice and Liaison Service (PALS) offers advice and support to patients, their families and carers. We listen and respond to concerns, suggestions or queries.

This year we received 564 PALS enquiries. Learning from PALS is used to inform our wider engagement, commissioning decisions and improve the patient experience. The main themes arising from PALS are:

- access to services
- waiting times for appointments
- patient transport
- communication
- medications
- data protection issues.

Making a difference



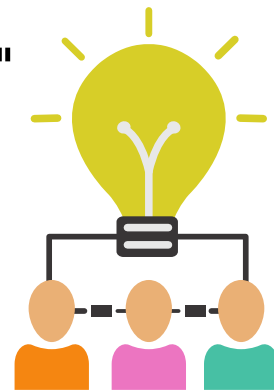
A Somerset patient contacted us regarding her IVF treatment. The patient's treatment had begun at Southampton and the patient was requesting that her treatment be moved to Bristol, closer to where she lived. We contacted our relevant team who confirmed that it was possible for the patient to move her treatment. The PALS team provided the patient with the necessary information for her to share with her doctor, to continue her treatment in Bristol.

The PALS team were contacted by a GP practice, regarding an ophthalmic referral for baseline screening at a Somerset hospital. The hospital were unable to provide the service as they were not commissioned. Working with our relevant team the patient was accepted for screening at an alternative local hospital.

How views are shaping services

"No wrong door? How about no door at all?"

We are redesigning community adult mental health community services in partnership with people who use the services and local charities. People have told us what is working well and not so well. We are now working with them to build services that have no barriers to entry and working together to design the pathways.



Healthwatch Somerset told us people want better data sharing between health organisations

We have worked with partners to offer GP Record viewer across Somerset. GP Record viewer lets health professionals see your GP record when you need care. It works in a wide range of health settings including hospitals, hospices and out of hours doctors.

People told us they were traveling too far for dermatology appointments

We noticed a number of concerns coming through our PALS service about dermatology appointments being too far away. We worked with partners to triage patients to the most appropriate service. This saved unnecessary trips to hospitals in Bristol and Exeter by using technological solutions (tele-dermatology) at local GP surgeries.



How you can get involved

We want the people of Somerset to help us develop their local health care services and have real involvement in decision making.

There are lots of ways that you can get involved, have your say and help us shape our services:

- join our citizen's panel
- become a people champion
- sign up for our weekly engagement newsletter
- join your GP practice's patient participation group
- share your patient story with us
- get involved with Fit for My Future
- follow us on Twitter @somersetccg or Facebook @SomersetCCG
- attend a Governing Body meeting
- join our Somerset Engagement and Advisory Group
- attend our annual general meeting
- join Healthwatch Somerset

To sign up or find out more about other ways to get involved, visit our website:

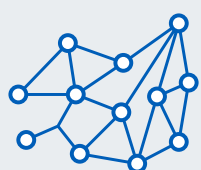


[www.somersetccg.nhs.uk/
get-involved/](http://www.somersetccg.nhs.uk/get-involved/)



Our Year

Working together to improve health and wellbeing



13
primary care
networks



65
GP practices



Our people
580,000



2 new mental health support
in school teams supporting
16,000
children and young people



£13million
funding to transform
adult mental health services



50 people using
MyCOPD (online self-
management platform)



1 citizens panel with
1,197 members
so far



1 public engagement on our early
thinking about improvements to
community health and care services



1 public consultation on
the relocation of adult
mental health beds

Our
budget



£893.1million



83% of patients
surveyed said they
were satisfied
with their GP services



28
people champions
supporting our work



2 tonnes of weight
lost by Somerset people in
a diabetes prevention
programme



3,600 people
using My Diabetes My Way (online
self-management platform)



70 NHS staff across
Somerset registered as
domestic abuse link
workers



74.1% reduction of inappropriate
antibiotic prescribing for people
over the age of 70



3 GP practices where 100%
of patients surveyed said
receptionists were helpful
or very helpful



Over 60
pharmacies offering a safe
space for people needing
support with domestic abuse

Our Year

Working together to improve
health and wellbeing

2019-20



Welcome

Welcome to our annual review for 2019-2020. The past twelve months have been a very important time for us and the people and communities we serve.

As we write this welcome, we are continuing to respond to the Covid-19 pandemic. Our priorities throughout the pandemic have been to keep the people of Somerset as safe as possible while protecting our health and care colleagues as much as we can.

It is with great pride that we have witnessed the resilience and bravery of all key workers and the huge support that the people of Somerset have given us by following the latest guidance and showing their appreciation to all key workers.

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, this year we have made significant progress in developing the health and care strategy for Somerset known as Fit for My Future. The strategy is based on clinical need and addresses the current health inequalities in the county while also being affordable.

As a county we are now working towards becoming an Integrated Care System. This is because we know that by working more closely together we can understand, plan and deliver better health and wellbeing outcomes for the people of Somerset. It will also support us to make the best use of the money and resources available to us to provide safe, consistent and effective services.

We would like to take this opportunity to thank our staff colleagues, 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 now and in the future.

Dr Ed Ford
Chair

James Rimmer
Chief Executive



Who we are and what we do

We are proud to be part of the NHS family. Our role is to think strategically about the health and care needs of our population.

We undertake strategic commissioning – this means understanding, planning and delivering better health and wellbeing outcomes for the people of Somerset.

We live

our values: quality improvement, integrated working, personal integrity, compassion and self-awareness. They guide our behaviour and shape our culture.

We work

closely together with Somerset County Council, our NHS providers and other partners in Somerset and neighbouring areas to improve people's health and wellbeing.

We serve

580,000 people who are registered with a GP in Somerset.

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

The services we commission include:

- acute hospital services at Musgrove Park and Yeovil District Hospitals
- urgent care services including NHS111 and emergency ambulance transport
- GP practices
- all age mental health services including psychological therapies, children and young people's mental health support
- autism services and learning disability services
- services based in community hospitals including in-patient beds
- community services such as district nursing, podiatry, speech and language therapy and stroke rehabilitation
- non-emergency patient transport
- continuing health care for people requiring ongoing NHS support
- some additional services provided by local GP practices

We are Somerset, 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.



Our vision

Working together, we want the people of Somerset to be able to live healthy and independent lives, within thriving communities

With our partners in Somerset we aim to support people to live independent, healthier lives by having the right services in the right place for their needs, available at the right time and delivered by the right people.

We have a unique oversight of the health needs of the people of Somerset. We know that different parts of the county have different needs and face different problems which affect their health and wellbeing. We understand the challenges that face our population and use this knowledge to improve health and wellbeing.

Well-planned strategic commissioning helps us to improve the care we can provide to the people of Somerset. It helps us to make the best use of the money and resources available to us to provide safe, consistent and effective services. We make sure that we spend our money and resources where it is of most use.

We are increasingly focusing on prevention and early intervention – this means helping people to stay healthy, both physically and mentally. As well as being there for everyone when they are unwell.



Our challenges

We are currently in special measures. We were rated as requires improvement and have been working hard, together with our NHS partners, towards a rating of good.

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.

We continue to review our special measures status with NHS England and Improvement against the progress we have made and our plans for 2020/21. Due to the national response to Covid-19 there is no date currently planned for when special measures might be ceased.

Balancing our budget

We are spending more money than we currently get from Government to run our services. We must spend within our means and make sure that we get value for money for the people of Somerset and run the most appropriate services to meet their needs in the most efficient way possible.

Working together with our NHS and social care partners gives us a better chance of bringing additional money into Somerset to invest in our services, staff and digital technology. It also gives us the potential to make savings by buying things together, for example medical equipment.

Mental wellbeing

Our mental wellbeing can affect every aspect of our life including our physical health. Around 70,000 people in Somerset experience mental illness at any one time and this can be made worse by social isolation and problems with jobs, relationships or money.

Around 1% of adults in Somerset at any one time will have a serious mental health illness requiring specialist treatment and intensive support

This year we successfully bid for £13million funding to improve community mental health services for adults and £4million funding to improve mental health services for children and young people. Our focus is on making sure people can access support more easily, bringing care closer to home and improving support for people in crisis.

Lifestyle factors

Smoking, poor diet, lack of exercise, alcohol and drug misuse are estimated to cause around 60% of health issues.

We also know that people's health can also be affected by social isolation, poor housing and limited education and job opportunities. We need to work together closely with other organisations such as education, housing and our voluntary, community and social enterprise colleagues to have a real impact and we have already begun to do this.



Caring for our older people

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 are spent with one or more long term condition(s). Long term conditions are diseases for which there are no known cures and which are managed with drugs and other treatment, for example, arthritis, high blood pressure and chronic obstructive pulmonary disease (COPD).

We know that the support we provide for people with multiple long term conditions needs to improve. We are working closely with our voluntary, community and social enterprise partners to progress this, including how we support people with long term conditions to be more active.



Working together

Together with our partners we have made good progress in developing our health and care strategy for Somerset known as Fit for My Future. Our strategy is based on clinical need and will address the current health inequalities in the county while also being affordable.



We are working together closely with other organisations such as education, social care, housing and our voluntary, community and social enterprise colleagues to maximise our impact on the wider causes of poor health and wellbeing.

To truly make a difference to the lives of people in Somerset we need to change the way we work and focus on supporting people to stay well, keep well and live well. The way our services are organised now means that we focus on when people are unwell. This is important and obviously we need to make sure that we're here for everyone when they need us. But we also need to give equal weight to helping people to stay healthy, both physically and mentally. We call this prevention.

Equally we need to make sure that we have the right services in place to support end of life care. We care for people cradle to grave and we want to support everyone to stay well, keep well and live well. We also need to support people to die well. Each person will have their own view about what dying well means to them: we aim to support everyone with choice, compassion and care.



This year we carried out a detailed review of adult mental health services and co-produced a new model for community mental health services with our providers, voluntary sector partners and people with lived experience of mental health difficulties and their carers. We ran a public consultation on our proposals to relocate a number of adult mental health in-patient beds from Wells to Yeovil and the results of these are currently being independently analysed.



We also ran a public engagement programme in which we shared our early thinking about improvements to our community health and care services. We wanted to hear from as many people as possible about providing services which are, where practical, closer to where they live, support independence and maintain health.

Again, all the feedback from our engagement is currently being independently analysed and will be used to help shape and improve our emerging model of care. We aim to undertake public consultation on any proposed changes next year.



Our successes

Transforming adult mental health services

We secured £13million funding which is helping us to deliver:

Mental health services in local communities with support from GP practices and other primary care services

Four hubs across the county where more specialist support is available

Eating disorder services for young adults between the ages of 18 and 25 who are transitioning between children and young peoples' and adults' services.

Award winning collaboration

An innovative Somerset project supporting people to remain safely in the community won the prestigious Sir Peter Carr Partnership Award. The improvement project delivered by ourselves in partnership with Yeovil District Hospital NHS Foundation Trust enables staff caring for people in a community setting, such as a nursing home to identify the need for additional care quickly and effectively, enabling this care to be provided where they live while also preventing avoidable hospital admissions.

The project has been piloted in a number of nursing homes with success and is improving both people's safety and experience of care. We are planning to expand the training across the county to support people to, where appropriate, stay in their own familiar environment to receive the care and treatment they need.



Expanding access to online tools to help people manage long term conditions

We want to help more people with long term conditions manage their health and wellbeing. Towards the end of this year we made the My COPD app available to people in Somerset and so far 50 people are using it successfully.

3,600 people in Somerset are also using the My Diabetes My Way app to manage their wellbeing.



Improving mental health support in schools


We successfully bid for £400k funding which we are using to give almost 16,000 children and young people extra support with their mental health and emotional wellbeing.

Mental health support teams are now working with school, children and young people and their parents with the aim of ensuring they are well equipped to have healthy and honest conversations about emotional wellbeing – as well as connecting them, where needed, to local services.



Significant reduction in inappropriate prescribing of antibiotics

Our GP practices, supported by our medicines management team, achieved a

 **74.1% reduction** in the inappropriate prescribing of antibiotics in people over the age of 70.



Supporting victims of domestic abuse

Over 60 Somerset pharmacies have signed up to our 'safe spaces' initiative. This means that they have offered their pharmacy consulting rooms as safe spaces for people to disclose domestic abuse.

More than 70 staff colleagues across our NHS providers have registered to become domestic abuse link workers. They will receive additional training so they can support staff in their working areas to give the most effective response and support to people who are experiencing domestic abuse.



Reducing the waiting time for eligibility assessments for continuing healthcare services

Together with our health and social care colleagues across Somerset, our continuing healthcare team have worked hard to eliminate a significant waiting list of outstanding eligibility assessments that exceeded the recommended 28 days by successfully completing 509 decision support tools this year. This has resulted in a much improved experience of accessing continuing healthcare services for our patients and their families.

Our people in Somerset

If Somerset was a village of 100 people

What we know: 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.

5 would be aged 0-4



15 would be aged 5-17



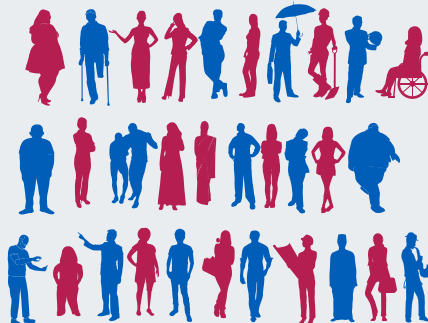
7 would be aged 18-24



16 would be aged 25-39



33 would be aged 40-64



13 would be aged 65-74



11 would be aged 75+



9 people would live in a deprived neighbourhood



Inequality in life expectancy is 6 years for men and 5 years for women



3 people would identify as Lesbian, Gay or Bisexual



64 people would be Christian and 27 would not have a religion or belief



48 people would live in a rural area



95 people identify themselves as white British

Average life expectancy at birth



80



84



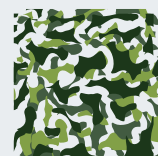
11 adults identify themselves as a Carer



19 people would have a long term health problem or disability



3 people do not speak English as their first language



3 would be veterans of working age

Key statistics for Somerset



3,000,000 GP appointments each year



1,700 alcohol related hospital admissions a year



1 in 8 diagnosed with anxiety or depression



2 in 3 adults are obese or overweight



16% of adults smoke



Much of West Somerset is at risk of digital exclusion



14 % of people aged 65 or over live alone and 20% do not have access to a car

While the infographic on page 11 shows Somerset today at a county level, we know that different parts of the county have different needs and face different problems which affect their health and wellbeing.

We have a number of areas with high levels of deprivation. On average, people in more deprived areas are more likely to experience ill health, manage multiple long-term conditions and die younger than people in other areas. We call these health inequalities and we are actively working with our partner organisations to do what we can to address these.



13% of children are in low income families



Our staff colleagues

We aim to be an empowering, compassionate employer whose staff colleagues feel valued and are able to make a real difference.

We have developed a high performing organisation programme with our staff colleagues focusing on personal and professional development and health and wellbeing as well as organisational development, including governance and sustainability.

At the end of the year we had 278 employees, 221 women and 57 men.

Our values

We have co-designed a new set of values and behaviours with our staff. These values now have been embedded into our performance management system, our monthly star awards and are a key part of our recruitment process.



Quality Improvement



Integrated Working



Personal Integrity



Compassion



Self-Awareness

Creating a better place to work

We have moved away from the traditional, annual appraisal approach to a continuous performance management system. This makes sure that everyone's objectives remain relevant and every member of staff has regular time offered to discuss their personal development and career aspirations.

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.

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 support is completely confidential.

We have partnered with Somerset Sports Activity Partnership (SASP) to increase the health and happiness of staff in Somerset through physical activity and sport. We held our annual Christmas fun run and facilitated regular weekly yoga and pilates sessions for staff.

#ABetterPlaceToWork



Our Governing Body

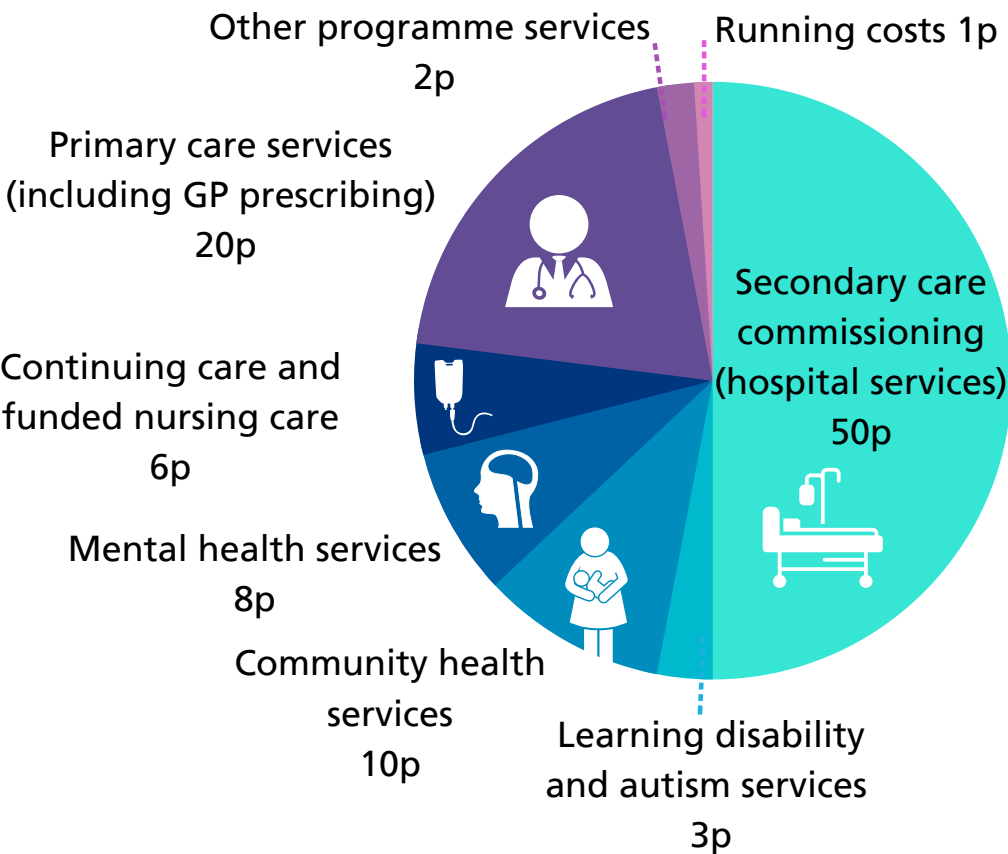
Our Governing Body has a majority of healthcare professionals, a requirement for all CCGs. At the end of the year our Governing Body had 14 voting members, two non-voting members and one vacancy. Of the 14 voting members, there were eight women and six men.



Our finances

We aim to be a responsible commissioner who makes the best use of the money and resources available to us for the people of Somerset.

How we spend our Somerset pound



Our plans

NHS England published the NHS Long Term plan in January 2019. The plan offers a blueprint for NHS reform for the next ten years.

We have produced our own plan to set out how we will deliver this in the best way for the people of Somerset, focusing on the changes we need to make in the next five years. Our population is changing and the support they need from our services is changing - which means that our services, and how we provide them, must change too.

To help us achieve this, we are focusing on five major changes to our services over the next five years.

This means:

Focusing more on population health and how we can support people to stay well and live well



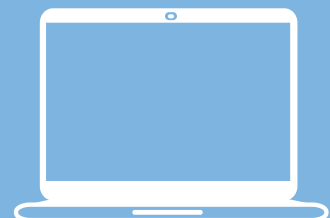
Improving community health and care services, providing care as close to home as practical, by increasing 'out of hospital' care and removing artificial barriers between services



Giving people more control over their own health and wellbeing and providing more personalised care when they need it



Using digital technology to support better communication and care across services both in and out of hospital



Supporting people to stay well while reducing pressure on emergency hospital services through service redesign



Your voice

This year we've taken significant steps to improve how we listen to your voices as previously you told us that that we weren't doing this well enough. To help us change this, we have brought our communications and engagement teams together to develop new ways of working to improve how we listen and use the information we gather to help shape and change services.

We want to put the patient and public voice at the heart of everything we do. We aim to be system leaders who support our providers to improve and innovate. Participation helps us to understand people's needs, improve access to services and reduce health inequalities. This is part of our duty to involve the public under section 14Z2 of the Health and Social Care Act 2012.

We are making changes to how we listen to patients and the public use what they tell us to shape and develop our services. We have 65 Patient Participation Groups across our GP practices, patient engagement groups in our NHS trusts, volunteers, governors, People Champions across our services who all share their thoughts, ideas and suggestions with us on a regular basis.



We are holding regular listening events as part of our engagement and consultation plans for Fit for My Future while also developing a community asset based approach for working with our voluntary, community and social enterprise partners to make sure we hear from people and communities who don't often make their voice heard by big organisations. We have set up a Citizen's Panel to help us hear from even more people. We want to make sure that everyone who wants to be part of our future has the opportunity to do so.

1,197 people have signed up to be part of our Citizen's Panel



Somerset's Citizens' Panel

Local people, local decisions

We are committed to continuing to engage with the people of Somerset and to improve the way in which we do this. We will, where appropriate, formally consult with the people of Somerset about any potential major or significant changes to our services.

We will continue to use the feedback we receive from patients and carers, Healthwatch Somerset and our engagement activities to shape and improve our services.

Our People Champions with some members of Governing Body

Every voice matters



Talk to us about health



How you can get involved

We want the people of Somerset to help us develop their local health care services and have real involvement in decision making.

This year we launched our new communications and engagement strategy which was produced through a series of conversations with the people of Somerset, our stakeholders, our staff and our partners. It sets out what we hope to achieve, how we will do this and how we will know if we have reached our objectives.

We believe that by working together we can make a real difference for the people of Somerset.

There are lots of ways that you can get involved, have your say and help us shape our services:

- join our citizen's panel
- become a people champion
- sign up for our weekly engagement newsletter
- join your GP practice's patient participation group
- share your patient story with us
- get involved with Fit for my Future
- follow us on Twitter @somersectcg or Facebook @SomersetCCG
- attend a Governing Body meeting
- join our Somerset Engagement and Advisory Group
- attend our Annual General Meeting
- join Healthwatch Somerset

To sign up or find out more about other ways to get involved, visit our website:

[www.somersectcg.nhs.uk/
get-involved/](http://www.somersectcg.nhs.uk/get-involved/)



This annual review is a summary of our work during 2019/20.

This is covered in detail in our Annual Report and Accounts available on our website 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 please contact us:

NHS Somerset Clinical Commissioning Group, Wynford House,
Lufton Way, Yeovil Somerset BA22 8HR
Telephone: 01935 384000
Email: somccg.enquiries@nhs.net



@SomersetCCG



@somersetccg



Somerset Clinical
Commissioning Group (CCG)



@FFMFSomerset



@FFMFSomerset



@FFMFSomerset



Easy read annual report

2019-20

What we did this year





This is our annual report.

Our annual report says
what we did in 2019-
2020.



We are Somerset Clinical
Commissioning Group.



We pay for health services in
Somerset including GPs,
nurses, and many others in
the community.



We plan health services to meet the needs of people living in Somerset.



Our staff plan mental health, autism and learning disability health services.



In this report sometimes you will see underlined web links and emails to find out more. You can click these on your computer.

What we want for people who live in Somerset



People to be healthy.



People to live independently.



People to feel supported.



To help people stay healthy and avoid getting ill.

The challenges we have



We are spending more money than we get to run our health services.



More people need help with their mental health.



Eating junk food, smoking and drinking alcohol can make us unwell. We can avoid lots of illnesses if we eat well and move more.



People are living longer and need more care.

Who we are working with



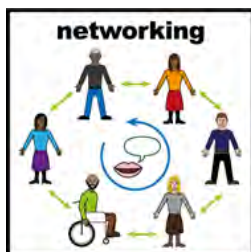
Fit for my future is our name for together and includes these organisations:



NHS services in Somerset



Somerset County Council



Charities and not for profit organisations



Schools and colleges



We want to all work together to make people more healthy.

What we are proud of this year



We have got a large amount of money to improve adult mental health services.



We worked with Yeovil hospital to help people stay at home and get well. We won an award for this work.



We are helping people to use their phone or tablet to keep well and have supported the use of apps for illnesses like diabetes and COPD.



We are helping young people with mental health problems in schools.

What we are proud of this year (continued)



We are trying not to use antibiotics if they won't help a person get better.



We are helping people who have been hurt by someone they care about.



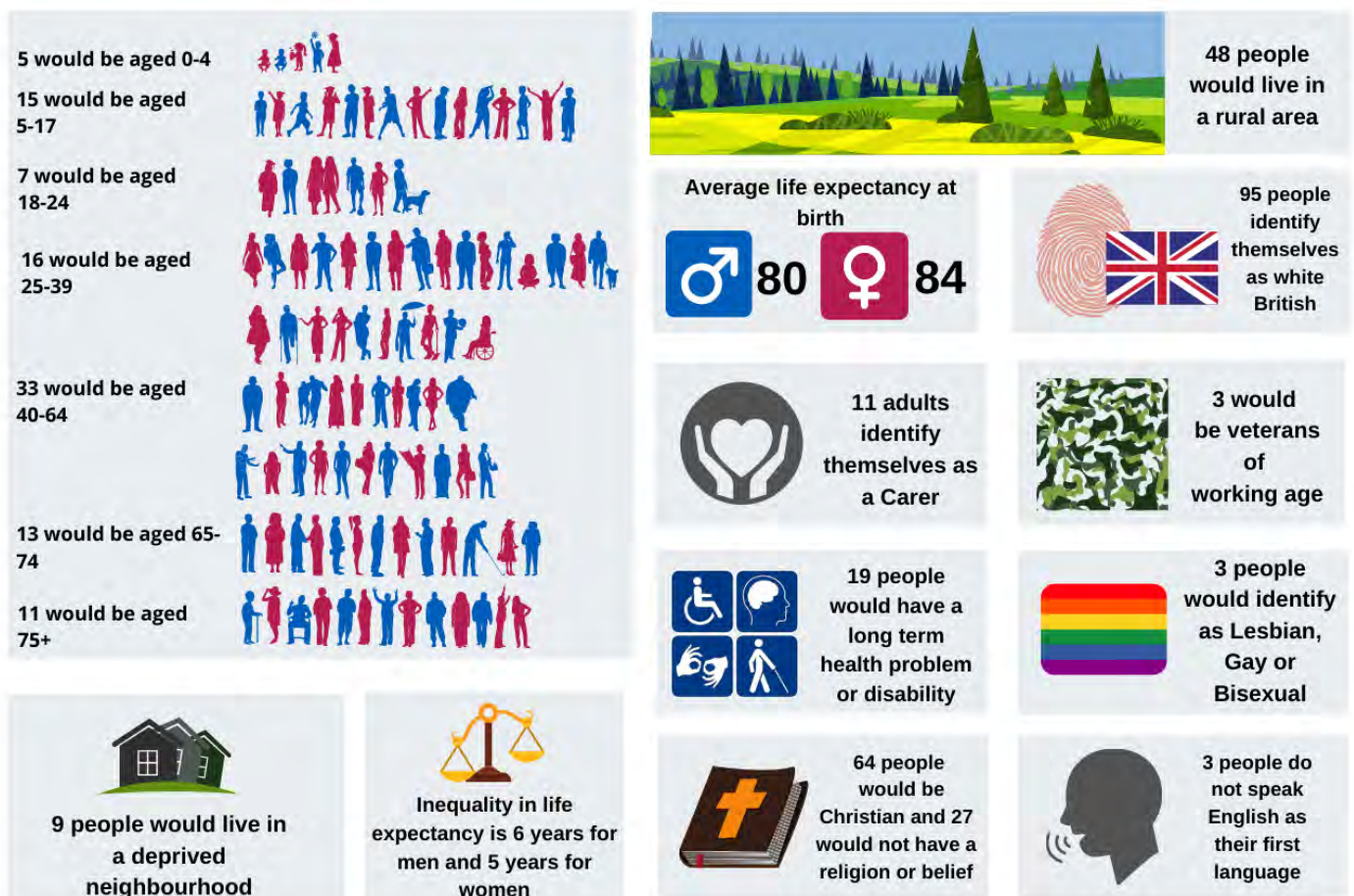
We are working to make sure people don't have to wait too long for assessments for continuing healthcare services.

Our people in Somerset

If Somerset was a village of 100 people

We made the drawing below to help us understand how what services people will need.

Thinking about Somerset as a village of 100 people helps us to see how we can best help people.



In Somerset there are:



3,000,000 GP appointments
each year



1,700 alcohol related hospital
admissions a year



1 in 8 diagnosed with
anxiety or depression



2 in 3 adults are obese or
overweight



16% of adults smoke



Much of West Somerset is at
risk of digital exclusion



14 % of people aged 65 or over
live alone and 20% do not have
access to a car



13% of children are in low
income families

Our staff



We look after our staff. They share our values of quality improvement, integrated working, personal integrity, compassion and self-awareness.



We give our staff a lot of training so that they can do their jobs well.



We offer our staff lots of help. This include help with money and debt problems, counselling and other support.



We support our staff take part in running clubs, yoga and pilates to help them fit and healthy.

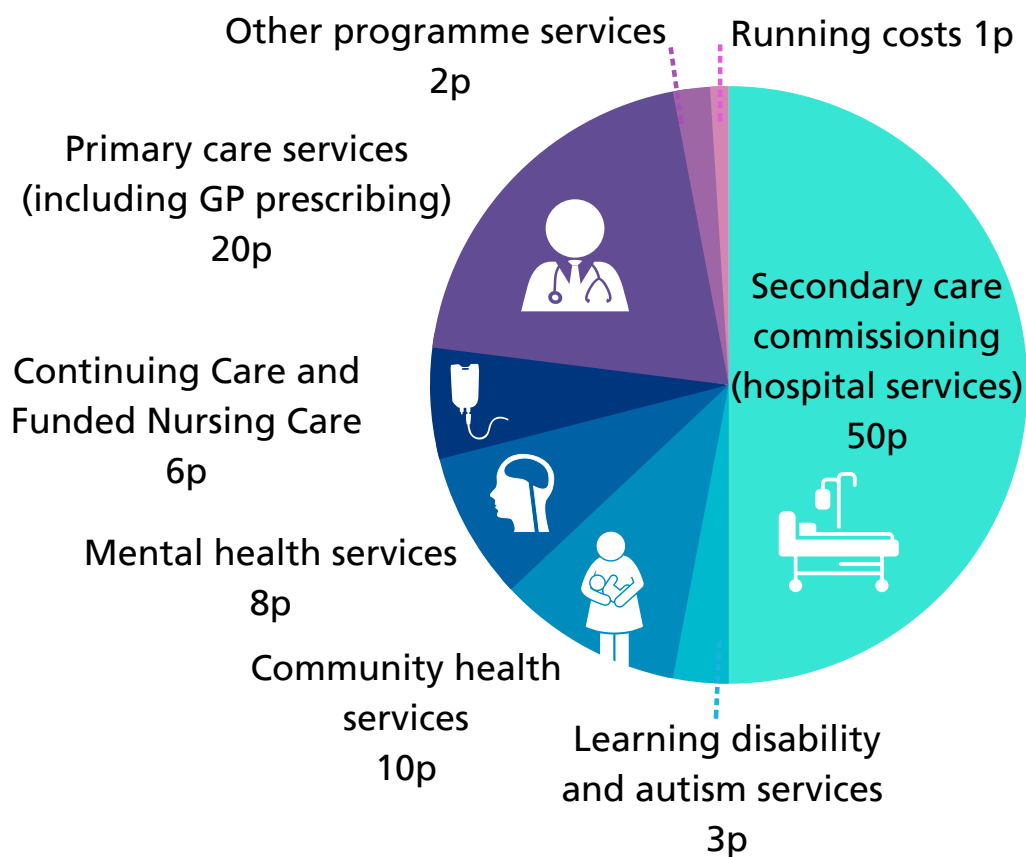
Our money



We need to make sure we spend our money on the right services.

The drawing below shows how much of each pound we spend goes to different services.

How we spend our Somerset pound



What we want to do next year



Help more people be healthier and live well.



Help people to have more say and control about their own health and stay well.



Provide more care closer to home and make access to services easier so that there is less need for people to go to hospital.



Support more people to see and talk to their doctor on their phone or tablet.



Help people to avoid going to our emergency hospital service because they can get help in different ways.

Tell us what you think



We are working to make sure we listen to your voice even more.

There are many ways to get involved and share your thoughts and feelings.



0800 0851 067



Somccg.engagement@nhs.net

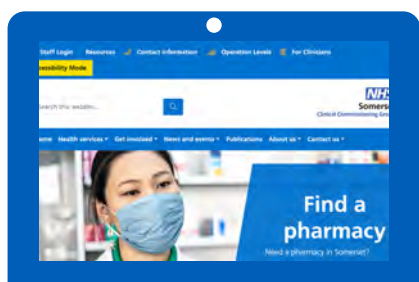


NHS Somerset Clinical
Commissioning Group, Freepost
RRKL-XKSC-ACSG, Yeovil,
Somerset, BA22 8HR

Get involved with our work

You can

- join our citizen's panel
- become a people champion
- sign up for our weekly engagement newsletter
- join your GP practice's patient participation group
- share your patient story with us
- join our Somerset Engagement and Advisory Group or Healthwatch Somerset
- attend our Annual General Meeting or a Governing Body meeting.



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

This is a summary of what we did this year.

This is covered in more detail in our Annual Report and Accounts available on our website <https://www.somersetccg.nhs.uk/publications/annual-report/>

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 please contact us using the information on page 14 or below.



@SomersetCCG



@somersetccg



Somerset Clinical
Commissioning Group (CCG)



@FFMFSomerset



@FFMFSomerset



@FFMFSomerset

