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# Our Year

Working together to improve  
health and wellbeing

2019-20

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# Welcome

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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.**



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# Our vision

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## **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.

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## Lifestyle factors

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.



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## Our successes

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### 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.

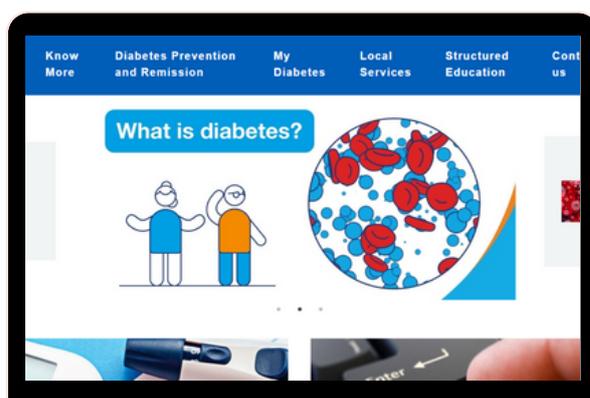


## Expanding access to online tools to help people manage long term conditions

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.

MyDiabetesMyWay★Somerset



## 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



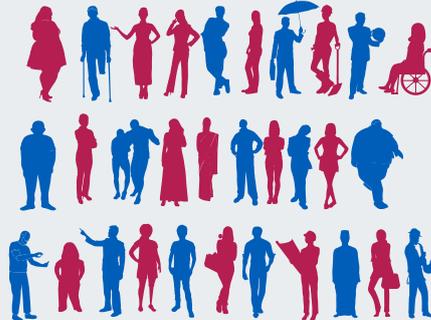
7 would be aged 18-24



16 would be aged 25-39



33 would be aged 40-64



13 would be aged 65-74



11 would be aged 75+



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



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



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

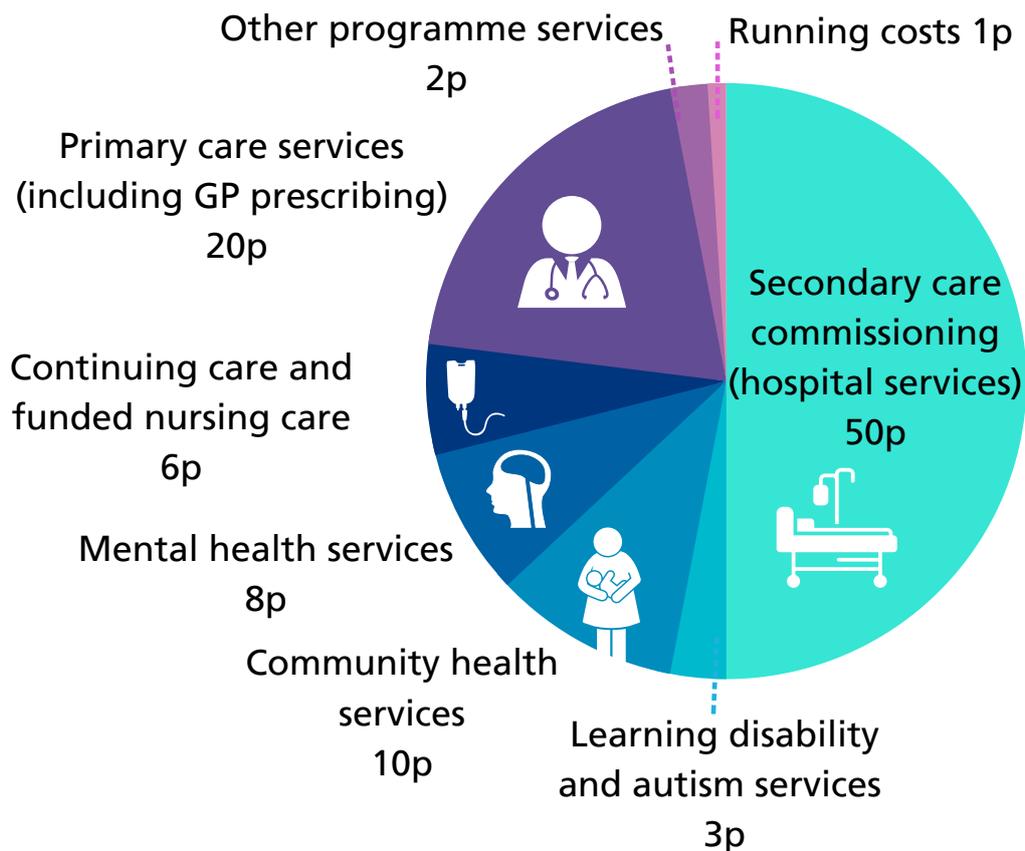
Our Governing Body has a majority of healthcare professionals, a requirement for all CCGs. At the end of the year our Governing Body had 14 voting members, two non-voting members and one vacancy. Of the 14 voting members, there were eight women and six men.



## 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**



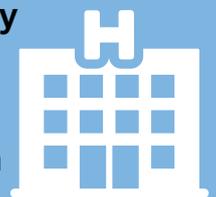
**Giving people more control over their own health and wellbeing and providing more personalised care when they need it**



**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



Somerset  
Clinical Commissioning Group

# 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 @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:



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## 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](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 please contact us:

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



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