



Somerset
Clinical Commissioning Group

Our Year

Working together to improve health
and wellbeing

2020-2021

Welcome

Welcome to our annual report summary for 2020/21. This summary report highlights both the successes and the challenges we have faced.

The continuing COVID-19 pandemic has meant that the past year has been a demanding and difficult year for everyone. Our focus is always to ensure that we are able to protect and keep the people of Somerset as safe as possible, and to support our health and care colleagues, ensuring their health and wellbeing remains paramount.

Somerset's vision remains clear. We will continue to work together to improve the health and wellbeing of everyone who lives and works in Somerset. This will only be possible if we continue to work with our partners in the health and care system, our voluntary sector and with our patients and the public.

In December 2020, we were formally designated as an Integrated Care System (ICS). By working more 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 are also pleased to say that we are now out of 'special measures' and have been awarded a 'requires improvement' rating, which further builds on our grounding for the future as part of an ICS.

Our thanks and admiration goes to everyone who has been working so hard, in difficult circumstances. We would like to also thank the people of Somerset for their continued support and understanding.

As we look to the future, we'd like to express our thanks in advance to those who continue to work with and support us.

We hope that when you read this report you are heartened and proud of the achievements we have made.



Dr Ed Ford
Chair



James Rimmer
Chief Executive

Who we are and what we do

NHS Somerset CCG is the statutory body responsible for planning, buying and monitoring the delivery and quality of healthcare services for the people of Somerset. Our role is to think strategically about the health and care needs of our population. We are proud to be part of the NHS family.

We are made up of doctors, nurses and other health professionals with management support.

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

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



Our vision

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

Our values

With our partners in Somerset we aim to have the right services in the right place for your needs.

Our values support us to do this.



**Quality
Improvement**



**Integrated
Working**



**Personal
Integrity**



Compassion



**Self-
Awareness**

Our partners

We bring together 65 GP practices in Somerset. All GP practices in Somerset are closely involved in designing our plans through regular discussions.

- Foundation Trusts:
 - Yeovil District Hospital
 - Somerset Foundation Trust
 - Royal United Hospitals Bath
 - University Hospitals Bristol & Weston
- Urgent care: South Western Ambulance Service, Devon Doctors
- Independent sector providers.

We also commission and fund services from other providers including hospices, community mental health, charities and the voluntary sector.

We work closely with Somerset County Council, also a commissioner of health and care services and with a shared responsibility to promote health and wellbeing and healthy lifestyles.



Challenges we face



Improve health and wellbeing

Our Health and Care Strategy for Somerset 'Fit for my Future' is still the vehicle to make transformational changes in Somerset.

The ambition is to transform out of hospital care beyond the traditional primary and secondary care boundaries and across mental and physical health. We want to work on the principle of 'your bed is the best bed' so that care is delivered as close to home as possible.



Improve care and quality

We are now out of 'special measures' and have a 'requires improvement' rating.

We have experienced challenges in meeting some of our performance and operational access standards due to the ongoing impact of the pandemic. During this time our priority has been to keep patients safe, ensuring that those with the most urgent conditions continue to be prioritised.

The focus is now on recovery, to ensure that our waiting time standards are such that Somerset patients are able to access services when expected.



Ensure sustainability

In terms of funding and efficiency, in 2020/21 we have reported a breakeven position.

Whilst this has been a challenging year, Somerset has come together as one system to understand the challenges and to work together to address the impacts.

Our community

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

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

Working together



580,000 Somerset Population



1 'Place' - Somerset



13 Primary Care Networks



2 Foundation Trusts



1 CCG



1 Tier 1 Local Authority



1 Health and Wellbeing Board

Health and care services in Somerset have been working together closely over the past few years to improve services and provide more joined up care for the people of Somerset. In recognition of our progress and success, in December 2020, we were formally designated as an Integrated Care System (ICS).

An ICS brings NHS providers, CCGs, local authorities and voluntary sector partners together to collaboratively plan and organise how health and care services are delivered in their area in a way that improves health and reduces inequalities. The central aim of ICSs is to integrate care across different organisations and settings, joining up hospital and community-based services, physical and mental health, and health and social care.

In awarding ICS status, NHS England and Improvement has recognised the strength of the Somerset partnership and the shared vision for people of Somerset to be able to live healthy and independent lives, within thriving communities.

By working together in an ICS we can work differently, providing more care in people's homes and in the community and breaking down the barriers that still exist between health and care services. Working better together we can truly make a difference to the lives of our patients and their families.



Workforce – our people

Our staff are our most valuable asset. We aim to be an empowering, compassionate employer whose staff colleagues feel valued and can make a real difference. We have developed a high performing organisation programme with our staff colleagues focusing on personal and professional development, health and wellbeing and organisational development - including governance and sustainability.

During this difficult year, we also ensured additional mental health support was available to our staff. This included:

- A clinically led staff resilience phone line
- Thinking Pitstops training initiative which enables staff to deliver a brief intervention to support a colleague at a time of mental health need
- Our Somerset Emotional Wellbeing podcast was shortlisted for the HSJ (Health Service Journal) Mental Health Innovation of the Year Award
- A staff health and wellbeing website provides details of all available support offers and connects staff with their peers in a moderated forum
- Agile ways of working have been put in place to support staff's flexible working.

Key achievements

The next few pages outline some of our achievements during the past year. More examples are included in the [full Annual Report](#) available on the CCG website www.somersetccg.nhs.uk.

Managing and preventing long term conditions

Diabetes

The diabetes team implemented an advice and guidance service, which reduced the need for outpatient appointments and resulted in a faster response time for patients.

The self-management app My Diabetes My Way, also enabled people to better manage their condition, supporting people to reduce their blood cholesterol, blood pressure and HbA1c levels.

Obesity

In partnership with Somerset Activity Sports Partnership, individuals shielding in Somerset during the pandemic were offered information about safe exercise.

We also worked with Somerset Activity Sports Partnership and Sport England to offer virtual cycling to care homes in Somerset, providing a safe form of exercise while preventing deconditioning and falls.

Respiratory

A virtual community-facing respiratory physiotherapy service was piloted to support people with dysfunctional breathing and breathlessness. The service has seen over 240 patients who otherwise may have required medical intervention.

We also provided training for clinicians to enable them to work with respiratory patients and better support them closer to home.

Somerset COVID-19 recovery service

We established a service for people experiencing the long-term effects of COVID-19. People referred to the service receive a virtual assessment before being offered a range of services to support their needs. The service is provided in primary care settings with a team of GPs and other clinicians including occupational therapy, fatigue specialists, mental health, rehabilitation, and social prescribing.

Key achievements

End of life care

Sadly, for many people and their families both across the UK and the world, the COVID-19 pandemic ended people's lives early. It brought into sharp focus our deeply human need to express and fulfil certain wishes at the end of our lives.

Key developments to support people during end of life included:

- A new 'Talk About' project to help families have important end of life conversations with their loved ones. These conversations are led by trained Marie Curie champions.
- In support of spiritual care in care homes we partnered with the Diocese of Bath and Wells and healthcare Chaplains in sending a card to every home, signposting to advice and support services.

Supporting victims of domestic abuse

We were successful in a bid for funding to support improvements in how NHS services support people who use our services and are experiencing domestic abuse. Two new Health Domestic Violence and Abuse Advocates posts were created. Their role is to educate and support staff working in our trusts and GP practices about how to support people who are experiencing domestic abuse.

Mental health

To continue to support people with their mental health we worked to improve access to mental health support:

- Our mental health crisis line 'Mindline' is now available 24/7.
- We launched our crisis safe spaces in four locations across Somerset. These spaces provide an effective alternative to the Emergency Department for people in crisis, as we know that A&E can be distressing for people experiencing a crisis in mental health.

Children with special educational needs and disabilities (SEND)

In partnership with Somerset County Council, Somerset's SEND Written Statement of Action (WSOA) is working to a high standard, improved pathways are now implemented and access to information has improved. Investment in SEND is continuing at pace, children and families are positively helping shape future services and partners are working more closely than ever to ensure the best outcomes for children and young people with SEND in Somerset. We are investing strongly in SEND across the county to give our children the opportunity for the best outcomes in their lives.

Digital support – expanding access to online tools

The past year, due to the COVID-19 pandemic, has seen the greatest ever pace and scale of digital change. Our increasing digital portfolio has seen a range of new initiatives including:

- Promotion of the **NHS App** and digital access to primary care through online consultation to help ensure people could continue to access care when needed.
- To support children and young people in Somerset's mental health, we partnered with **MeeToo** to create a peer support portal in the MeeToo app.
- A range of digital resources are helping to support pregnant women and parents in Somerset including the **'Mum & Baby'** app and a maternity toolkit.
- A self-management app designed to support people requiring heart failure and cardiac rehabilitation, **My Heart**, was launched in Somerset with more than 100 people accessing the platform.
- In response to COVID-19, to reduce physical contact there was an increase in the use of online and video consultations. We supported primary care with these changes with a focus on maintaining quality, safety and equality of access.



The Somerset Integrated Digital e-Record (SIDeR)

SIDeR, our shared care record system, went live in November 2020. By the end of March 2021, the SIDeR shared care records had already been accessed more than 11,670 times and over 2,770 end of life care plans had been completed on SIDeR.

SIDeR ensures the right information is available to the right person, at the right time, enabling health and social care professionals in Somerset to see the most up-to-date information about you for your direct care.

Fit for my Future

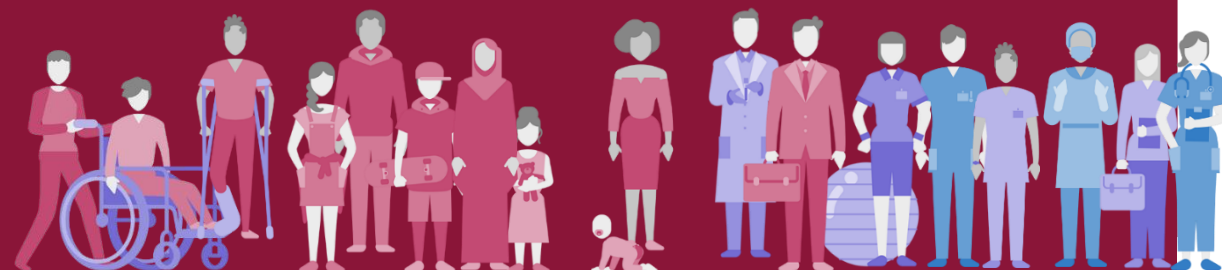
Our vision: In Somerset we want people to live healthy independent lives, supported by thriving communities with timely and easy access to high quality and efficient public services when they need them.

Starting in April 2018, Fit for my Future is Somerset's health and care strategy that aims to support the health and wellbeing of Somerset by changing the way we plan, buy and provide services in Somerset. It is a joint strategy led by Somerset County Council and Somerset CCG, in collaboration with our partners across the NHS, care and voluntary sector. It is driving the Somerset vision.

For the people of Somerset this means they will receive a different model of care within their community, as close to home as we are able to achieve, that is safe, effective and equitable. No matter where people in Somerset live, we will:

- Enable people to live healthy independent lives, to prevent the onset of avoidable illness and support active self management.
- Ensure safe, sustainable, effective, high quality, person-centred support in the most appropriate setting.
- Provide support in neighbourhood areas with an emphasis on self-management and prevention.
- Value all people alike, address inequalities and give equal priority to physical and mental health.
- Improve outcomes for people through personalised, co-ordinated support.

The ambition is to transform out of hospital care beyond the traditional primary and secondary care boundaries and across mental and physical health. We want to work on the principle of 'your bed is the best bed' so that care is delivered as close to home as possible.



Mental health

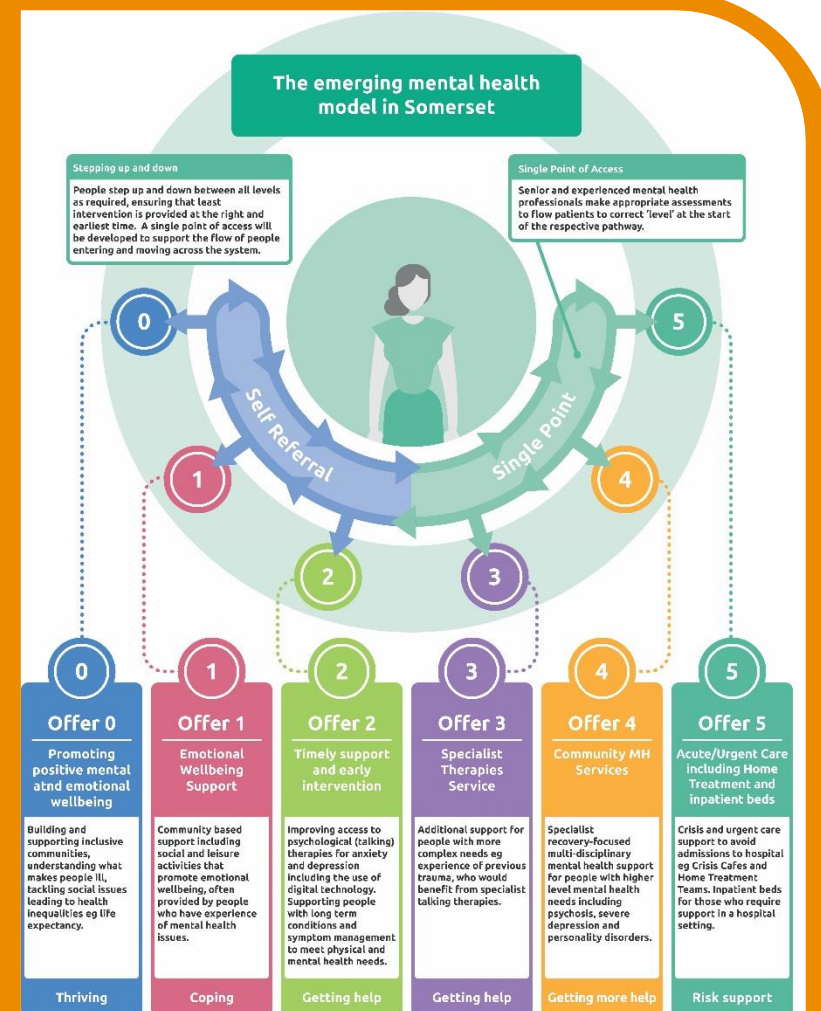
While most of the Fit for my Future work was paused during 2020/21 due to the COVID-19 pandemic, we were still able to carry out a detailed review of mental health services. The result of this was a new model for the delivery of mental health services in Somerset.

This has led to national recognition of our model of care and success in gaining trailblazer status from NHS England and the provision of additional funding of £17 million over a three-year period. This means we will be able to invest extra funds into our community-based services.

We reviewed our acute inpatient services for people of working age, having developed three options for the future configuration of our inpatient acute adult wards. In September 2020, our Governing Body approved a proposal to relocate 14 adult mental health beds from Wells to Yeovil.

The decision follows a two and a half-year period of engagement and consultation with staff, patients, carers and colleagues in the voluntary sector and people with an interest in mental health to co-create a new model of mental health care for Somerset which offers a full range of support from prevention and maintaining wellbeing through to crisis and inpatient care.

This proposal will help us make sure that all adults across Somerset have access to safe, high quality acute mental health care when they need it.



Community services

We have developed an emerging model for the potential configuration of community-based health and care services.

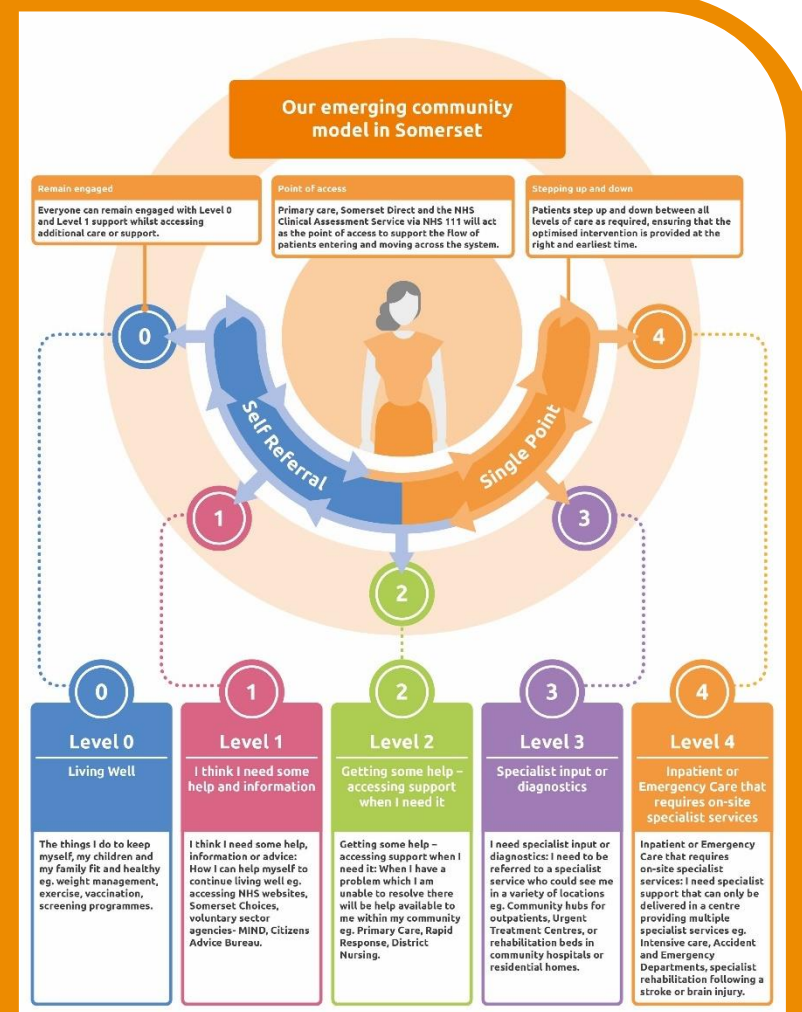
This will support people to live independent, healthier lives by having the right services in the right place for their needs, available at the right time and delivered by the right people.

Public engagement took place from January 2020 to April 2020. The purpose of the engagement was to share the early thinking about how health and care services in Somerset can work together to better meet the needs of the population.

We asked people for their views on this early thinking, so that we could take them into account in shaping the new model of care, before bringing any proposals out to public consultation.

The learning from the pandemic will be incorporated into the work we do in 2021/22 and we will continue to engage with the public and wider stakeholders to gather views to help shape and improve the emerging model, ultimately leading to a public consultation on options for the future.

Find out more at www.fitformyfuture.org.uk



Our response to COVID-19

COVID-19 was declared a worldwide pandemic on 11 March 2020 and all health and care organisations mobilised to respond to the pandemic. In Somerset, we continued to work together with our partners to support, protect and keep the people of Somerset as safe as possible.

- To support the increased demands on frontline staff, the CCG and our providers redeployed many of our staff to partner organisations.
- Preventing and controlling the spread of COVID-19 became the CCG's infection prevention and control priority. We worked collaboratively with our partners communicating the infection prevention and control messages and providing support and guidance to health and social care providers.
- We supplied more than 600 laptops to primary care to support agile and safer working whilst they continued to deliver GP services remotely.
- To reduce physical contact there was an increase in the use of online and video consultations. We supported primary care with these changes with a focus on maintaining quality, safety and equality of access.
- With Somerset County Council and our providers we worked hard to make sure our colleagues had the Personal Protective Equipment (PPE) required and that testing was available.

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 guidance and showing their appreciation to all key workers.



COVID-19 mass vaccinations

Somerset began its COVID-19 mass vaccination programme in December 2020. Health and care teams, supported by an army of volunteers, have worked tirelessly to support the roll out of the programme across the county.

Roving teams of vaccinators have worked closely with GP practices to deliver vaccines to the most vulnerable residents, including hospital inpatients, housebound people, people with learning disabilities, homeless people and seldom-reached communities, to ensure that everyone has equal access to the vaccination programme.

As at **11 April 2021, 396,291 vaccinations had been administered** in Somerset, and uptake continues to be high.



 **Together we have given:** 

 **784,602** 
COVID-19 vaccinations as of
1 August 2021

Thank you to the thousands of people who are helping to deliver Somerset's COVID-19 vaccination programme

Health inequalities

The COVID-19 pandemic has shone a light on health inequalities. We are committed to addressing these inequalities in relation to access, experience and outcomes, ensuring that the needs of our communities remain at the heart of our commissioning.

During the last 12 months, we have increased our level of out-reach to groups who are at risk of less favourable outcomes in respect of COVID-19, along with support around more general access to health services.

Highlights include:

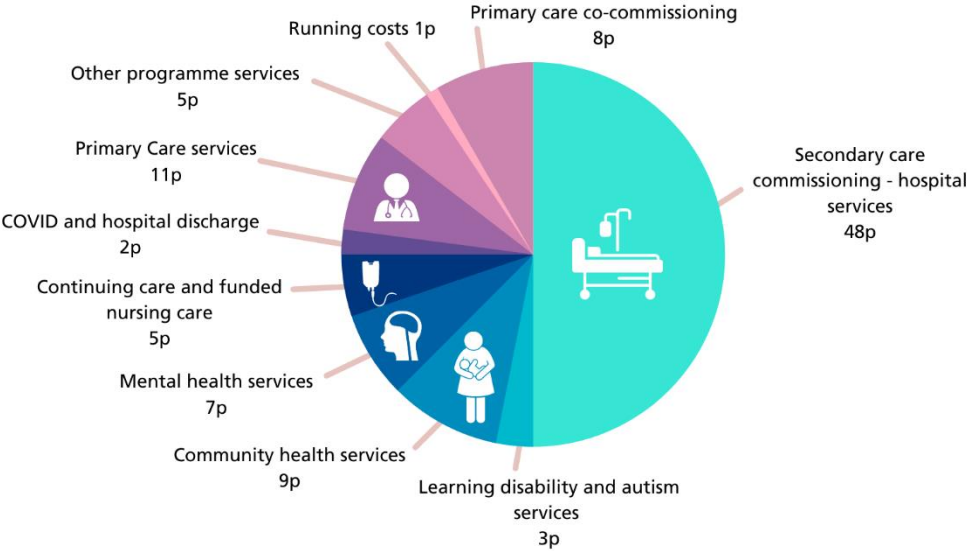
- We worked with homeless hostels and other partners across the county to provide dental hygiene workshops, flu clinics and sexual health packs.
- We visited all known unauthorised Gypsy, Roma and Traveller encampments and provided support and signposting to services such as primary care, maternity, health visitors and dental services.
- Working with Healthwatch Somerset we promoted the use of GP Access Cards to support our homeless population, travelling communities and non-UK nationals access primary care services.
- In partnership with 2BU-Somerset, we ran a focus group for young people who identify as Lesbian, Gay, Bisexual and Trans to explore the impacts of lockdown and other restrictions.
- We launched Our Black Lives Matter pledge and action plan to show our support of and appetite to improve experiences of our colleagues and patients www.somersetccg.nhs.uk/our-black-lives-matter-pledge.



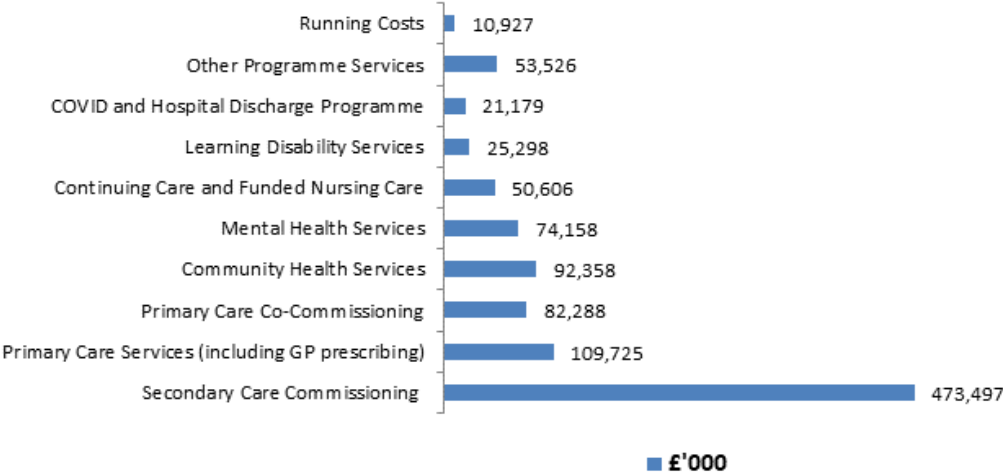
Our finances

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. For 2020/21, we reported a break-even financial position.

How we spend the Somerset £



How we spent our money



Our operating expenditure for 2020/21: £993,562,000 or £993.5 million

Your voice

The voice of the patient and public should be at the heart of everything we do. 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 14ZZ of the Health and Social Care Act 2012.

Throughout the pandemic, we worked in line with national COVID-19 good practice guidance for engagement practitioners. We reviewed and adapted the way we worked, using new digital tools and methods so that we could continue our engagement with the public.

This year's highlights include:

- Developing a Somerset Citizens' panel to help us engage with and hear from more people.
- Co-producing a stakeholder database with Spark Somerset, helping us to reach communities we do not always engage with enough.
- Completing a formal public consultation on the proposed relocation of acute inpatient mental health services.
- Utilising our Somerset Engagement Advisory Group (SEAG) to check and challenge our commissioning decisions, plans and communications.
- Hearing from 307 children and young people about their views of emotional health and wellbeing services in Somerset.
- Working with Somerset Diverse Communities and Diversity Voice to ensure our communications meet the needs of our ethnic minority communities.
- We were rated outstanding (green star) for patient and community engagement in the NHS England and Improvement CCG's Improvement Assessment Framework.

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.



Every voice

How you can get involved

By working together we can make a real difference to the people of Somerset. There are lots of ways that you can get involved, have your say and help us to shape our services:

- Join our citizens' panel
- Become a people champion
- Sign up for our engagement newsletter
- Join your GP practice's Patient Participation Group
- Share your patient story with us
- Join Healthwatch Somerset
- Follow us on Twitter or Facebook
- Attend a Governing Body meeting
- Join our Somerset Engagement and Advisory Group.

Find out about the ways you can get involved and have your voice heard at www.somersetccg.nhs.uk/get-involved/



Contact us

This annual review is a summary of our work during 2020/21. 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.



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