

Year in Review

2019/2020

This year has been one of the most challenging years in NHS history. Here in North East Hampshire and Farnham, as well as nationally, we have had to respond to one of the biggest issues that health and care organisations have faced in a generation. We have had to rise to the challenges presented by the coronavirus (COVID-19), which has changed the way we are able to provide high quality and safe services for local people.

In 2019 we came together with our two neighbouring clinical commissioning groups (CCGs) to form the Frimley Collaborative to support the communities across North East Hampshire and Farnham, Surrey Heath and East Berkshire. I am very proud to be the Clinical Chief Officer for the Collaborative and of how we have collectively come together in the last year, demonstrating the strength of our partnership relationships with our providers, local councils and local communities in being able to respond robustly to COVID-19.

I would like to thank all of the residents of North East Hampshire and Farnham for your understanding, cooperation and willingness to work with health and care services during what has been an extremely challenging period. Your heartfelt

support to all frontline staff and key workers is very much appreciated, and thank you to all of you who took the time to 'clap for carers'. This meant a great deal to the health and care staff who live and work in your communities.

In 2019-2020 we were rated 'outstanding' by NHS England and NHS Improvement – the third successive year we have received this accolade. We have had another year of success with standout projects to improve peoples' health and wellbeing, helping to make a positive difference to their lives. Inside this Year in Review we will share some of these projects and the differences they have made.

As health service commissioners we have always been committed to striving to improve the health services delivered to local people. Throughout the pandemic we have been determined to maintain this approach, adapting, learning and exploring opportunities to ensure that we and our partners can continue to deliver the services that local people need.



Dr Andy Brooks
Clinical Chief Officer
Frimley Collaborative

Communities



Aldershot, Farnborough,
Farnham, Fleet and Yateley

Population



231,000

Overall budget



£321.4m

Per person figure



£1,413



Working together for and with our communities

Improving local people's health and wellbeing is the focus for all those working as part of Frimley Health and Care Integrated System (ICS).

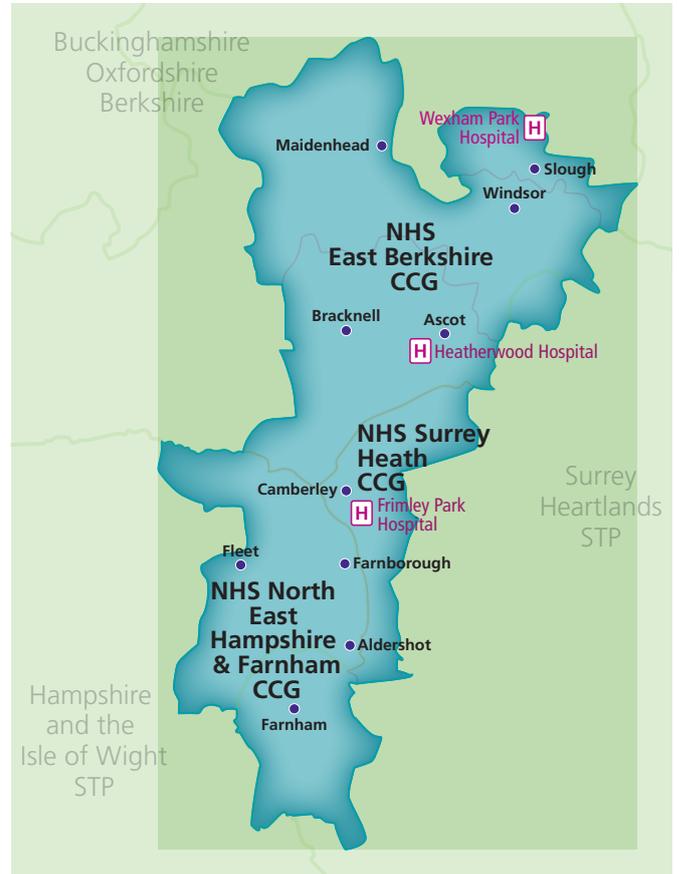
The ICS brings together NHS organisations, local authorities, and the voluntary and community sectors, to work with local communities and staff to understand the population's needs, making the best use of our collective resources to deliver high-quality services.

This approach has been fundamental to the development of our new Creating Healthier Communities strategy, which clearly identifies the main challenges to local people's health and wellbeing and sets out how we and our partners will work to address them.

The planning and development we had carried out as a system in recent years has meant that when COVID-19 began to spread we were able to work quickly and effectively to adapt our services and to protect patients and staff. This not only helped when entering lockdown, it also put us in a strong position with regard to services resuming.

While some hospital services and elective procedures were unfortunately suspended, across the system we have been able to ensure that GP services continued to support their patients, and that people needing urgent hospital care have been able to receive it.

We now have an unparalleled opportunity in healthcare development. The use of technology has rocketed and patients and



staff alike have embraced new NHS ways of doing things. While we are keen to explore the digital possibilities open to us, we know that this will not be for everyone and that we need to use a variety of methods to support all of those within our communities.

Across the system we will continue to work with local partners to understand the positive impact that we can have when working together towards the same goals.



Creating healthier communities with everyone

Our achievements

Outstanding for third year running

During 2019/20 the CCG was rated as Outstanding by NHS England – our third successive annual Outstanding rating, which is something very few CCGs had managed and of which we are immensely proud.

We know that this is not something we have done, or could ever do, alone. Thank you to local people, our Primary Care partners, our many other providers and our key partners and stakeholders in the NHS, local authority and voluntary sectors for making it happen.



Community Conversation

In January we held what we hope is the first of a number of public meetings with local authority partners as part of a joint effort to address the issues affecting our communities.

We met with Rushmoor Borough Council's leaders, the voluntary sector and other local people to discuss the main health issues and concerns of local people and to begin to map our resources and ways to support people together to tackle the issues.



New Farnborough Centre for Health

Work to create a Centre for Health for Farnborough continued. After our partners at Rushmoor Borough Council secured Voyager House, in Apollo Rise, we invited local people to see what our plans were and to comment on them.

We have worked with GP practice Voyager Family Health and other services to determine what the new centre will look like and what it will offer to local people. In March 2020, with our plans in place, we appointed builders to carry out the conversion work, ready for opening in the autumn of 2020.



Formation of Frimley Collaborative and leadership changes

During 2019/20 we joined Surrey Heath and East Berkshire CCGs in forming the Frimley Collaborative of Clinical Commissioning Groups, aligning more closely with our partners in the Frimley Health and Care Integrated Care System. The Collaborative has a single executive board covering the three CCGs.



Frimley Collaborative
Partnership of Clinical Commissioning Groups

We welcomed Dr Andy Brooks as our new Clinical Chief Officer and Daryl Gasson as our new Managing Director.

Innovative and integrated community services

New-look adult community health services started in April for North East Hampshire and Farnham and Surrey Heath, following a year of contract development. Better, joined-up care closer to home, is the aim of the new ground breaking partnership with Virgin Care and Frimley Health NHS Foundation Trust. Under the new contract, nursing, specialist practitioners, therapies, podiatry, speech and language services, rehabilitation, intermediate care and community hospital beds are linked much closer with primary care (GP) services and organised around local communities. The contracts are together worth £17 million per year and represent a solid commitment to developing integrated community services to support our residents at home or in their communities.



Hitting targets

Over the whole of 2019/20 the majority of the services commissioned by the CCG met or exceeded the targets set by NHS England.

Performance on waits for cancer patients was above the target on all nine criteria, while 100 percent of urgent referrals for the children's and young people's eating disorder services were seen within the required one-week target.

There were areas we found more challenging and we continue to work to ensure the same high-quality service is delivered across the board.



Appointment of new social prescriber

We awarded a new contract for the continuation and development of social prescribing services for our residents. The contract went live on July 1, 2020.

The new providers are Family Action, a national organisation with considerable experience of supporting people to overcome isolation and to work with them to reconnect them to society once again. Family Action work with GP practices to support people for whom a clinical solution may not be appropriate.



Join the conversation

It is important that the services we commission meet the needs of our communities, so local people's views have to be part of the process. We engage with residents of North East Hampshire and Farnham in many ways, ranging from Community Ambassadors being formal members of committees, to local people influencing specific projects (i.e. the Innovation Conference), attending meetings, right through to people keeping up to date via social media, our website, or our newsletters.

For all the different ways in which you can play your part, please visit:

 www.northeasthampshireandfarnhamccg.nhs.uk/get-involved

