

Annual report

summary



2018-19



Overview

NHS Newcastle Gateshead Clinical Commissioning Group (CCG) is the statutory health body responsible for planning and buying (commissioning) local NHS care and services to meet the needs of the local community.

Our membership consists of 61 GP practices and we are responsible for a population of approximately half a million people across Newcastle and Gateshead.

Our vision

Our vision is to transform lives together by prioritising:

- Involvement: of people in our communities and providers to get the best understanding of issues and opportunities
- Experience: people-centred services that are some of the best in the country
- Outcome: focusing on preventing illness and reducing inequalities.



Commissioning priorities

Our major areas of focus for 2018/19 were:

- Mental health services
- Urgent and emergency care strategy
- Implementation of the General Practice Forward View
- System working and new models of health and care systems.

Engaging people and communities

Public engagement is key to the CCG's work, and helps to inform all of our decisions.

During the past year, the CCG has been assessed as 'good' by NHS England for our work to encourage patient and public participation.

In March, we developed a new structure for our stakeholder engagement to help bring together patients and organisations from across Newcastle and Gateshead.

The new structure includes three dedicated forums:

- Patient, public and carer engagement forum – where patients and carers can

share their views with the CCG and influence the decisions we make

- Involvement forum – which ensures that the opinion of patients, carers and the public are embedded in the work of the CCG and its partners
- Community forum – which brings together professionals representing groups from minority communities, to have a say in our commissioning decisions.

In our work, we engage with a wide range of community, voluntary and patient participation groups. Activities include:

- Regular meetings of the patient, public care and involvement forum
- Patient representatives taking part in the commissioner visit programme
- A single contract with Involve North East to engage with communities across the area
- Focus groups, which can be carried out by local community and voluntary organisations with their communities
- One to one and telephone interviews, social media, on-street surveys, online and printed surveys
- Working closely with Healthwatch in Newcastle and Gateshead.



Key activities and public and patient involvement

Newcastle urgent care review

More than 1200 people gave their views as part of a review of urgent care services in Newcastle, with the support of many community organisations. We shared our findings through a series of local events and a report summarising all the comments we received.

Overall, local people were very positive about the changes to urgent care and the prospect of more appointments available across the area. The Urgent Treatment Centres are due to be fully functioning by December 2019.

Children, young people and families

The CCG's website now includes a Teenagers and Young People section, where young people can share their views, find useful information and get involved in our work.

This links with our work in education, youth and community settings to ensure we meet the needs of our young people. For example, in December we asked young people to help us develop a Written Statement of Action to improve how the NHS and councils communicate with families, children and young people.

School assemblies

During the year, we have attended year 9 school assemblies to engage with young people age 13 and over, and inform them that they can book and attend GP appointments without parental consent (subject to the Fraser guidelines).

This means they have the same right to confidentiality as adults. At the start of these sessions, many of the young people thought their parents would have to be informed about their appointment, but by the end, virtually all the young people were clear that they can book and attend without their parents, if they are able to fully understand the medical outcome of their consultation.

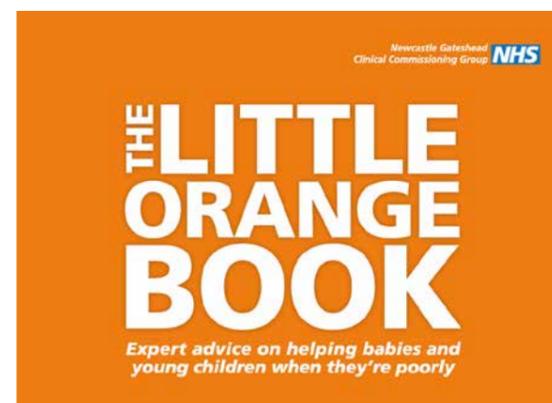
Children and young people's mental health

Following our area's success in securing 'trailblazer' status, the CCG is supporting the development of new mental health support teams in three pilot areas in Newcastle, Gateshead and work with the Jewish community's schools in Gateshead.

Working closely with colleagues in education and mental health services, we aim to improve mental health and emotional health and wellbeing for children and young people to reduce the risk of more serious or complex mental health issues in later life.

The Little Orange Book

The Little Orange Book continues to help parents of under-fives with practical information about common childhood conditions.



The book helps parents and carers to recognise and then respond appropriately to a range of diseases, illness and conditions as well as helping parents identify the most appropriate service or clinician should they need further support.

The booklet is distributed across Newcastle and Gateshead through health visitors to pregnant women, through baby and toddler health visitor clinics, schools, children centres, pharmacists and GP surgeries.

Since its launch in 2016, it has also been advertised prominently in local publications such as CityLife and Gateshead Council news, as well as through social media.

Patients with long-term conditions

Over the past three years, we have supported a group of patients with one or more long-term conditions, helping to improve care and support for patients.



The group meets every month to discuss issues around living with long-term conditions, influence healthcare

and raise awareness of their work among patients with long-term conditions.

The group has worked with GP practices in Gateshead and Newcastle to change the way they organise appointments and

provide support for people with conditions like diabetes, heart disease or breathing conditions.

Older people

Supporting older people is a key priority for our CCG. Over the past year, we have worked with older people and carers around frailty, including:

- Carrying out an evaluation of national falls management guidance for care homes
- Evaluating the National Early Warning System (NEWS), which monitors clinical observations to provide a standardised means of identifying and responding to deteriorating or acutely ill patients
- Evaluating the use of transfer of care bags in care homes, to explore its effectiveness in ensuring patients have their belongings returned after admission to secondary care
- Ensuring patients and carers play a role in the commissioning of dementia services.

British Sign Language

A new British Sign Language strategic group, chaired by the CCG's Head of Quality and Patient Experience, is working to improve access to health services for the BSL community and improve patient experience.

The group includes representation from the North East Ambulance Service, Northumberland, Tyne and Wear Foundation Trust, community and voluntary sector partners and North of England Commissioning Support.

The North East and North Cumbria Integrated Care System and Integrated Care Partnerships

The North East and North Cumbria Integrated Care System (ICS) has now been established, supported by four Integrated Care Partnerships (ICPs).

The ICS aims to bring together local organisations to redesign care and improve population health, creating shared leadership and action, and integrating primary and specialist care, physical and mental health services, and health with social care.

Newcastle Gateshead CCG is one of the NHS partners in the North East and North Cumbria (NENC) ICS which have agreed to work together at scale where it makes most sense to do so, and to protect and emphasise the importance of 'place' - local accountability to local populations and the ability to respond to local needs.

The NENC ICS ambition is to significantly improve health outcomes for people in North East and North Cumbria by working with, and through, communities, partner organisations and our staff. We are focused on creating a common purpose and joint ambition to drive improvements in health, wealth and wellbeing.

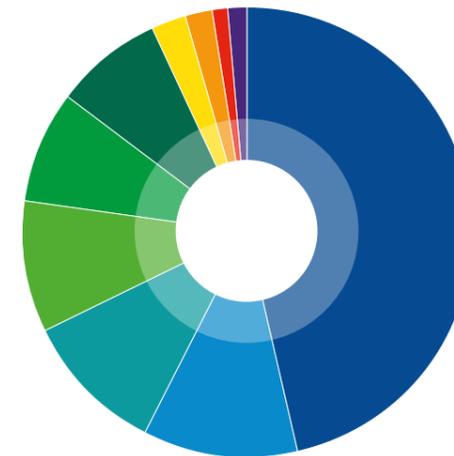
Performance targets

Each year, NHS England sets us a range of performance targets. Here we highlight our performance against the key areas:

- Met expected standard G
- Just below expected standard A
- **Urgent care performance**
 - A&E four hour waits A
 - Ambulance response times A
 - A&E decision to admit to admission > 12 hours G
- **Cancer waiting times**
 - Two week wait (2ww) all cancers G
 - Two week wait breast symptomatic A
 - 31 day first treatment – all cancers G
 - 62 day GP referral to first treatment for cancer A
 - 31 day treatment – surgery G
 - 31 day treatment – drugs G
 - 31 day treatment – radiotherapy G
 - 62 day screening to first treatment for cancer G
- **Improving access to psychological therapies**
 - Access A
 - Waiting times G
 - Moving to recovery A
- **Healthcare associated infections** A
- **Mixed-sex accommodation** A
- **Referral to treatment** A

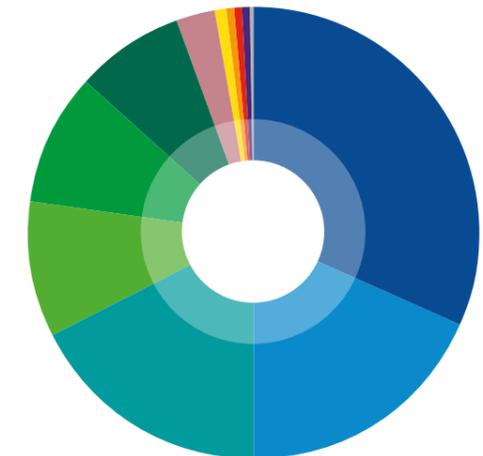
Financial performance

How the money was spent



Acute Services	£381.7m
Primary Care and Prescribing	£92.5m
Continuing Healthcare and Funded Nursing Care	£84.6m
Mental Health & Learning Disabilities Services	£76.7m
Primary Care Co-commissioning	£66.2m
Community Services	£65.4m
Ambulance Services	£20.4m
Better Care Fund	£16.0m
Running costs	£8.6m
Other services	£10.3m

Healthcare spend by provider



Newcastle upon Tyne Hospitals NHS Foundation Trust	£261.8m
Gateshead Health NHS Foundation Trust	£151.4m
Non-NHS Providers	£142.8m
Primary Care Prescribing	£79.6m
Primary Care Contracts	£79.1m
Northumberland Tyne & Wear NHS Foundation Trust	£63.7m
North East Ambulance Service Foundation Trust	£22.2m
South Tyneside NHS Foundation Trust	£6.7m
Northumbria Healthcare NHS Foundation Trust	£5.1m
Other NHS Providers	£4.0m
City Hospital Sunderland NHS Foundation Trust	£3.8m
County Durham & Darlington NHS Foundation Trust	£2.2m

Thank you

We would like to thank all our member practices, partners, stakeholders and community groups for their input over the year. Your support is vital to everything we do and we look forward to working with you in the future.

More information

If you are interested in finding out more about NHS Newcastle Gateshead CCG or would like to view our annual report and accounts in full, please visit our website at www.newcastlegatesheadccg.nhs.uk.

Alternative formats

This document is available in large print, other formats and languages on request.

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