



annual Review

Highlights of 2017/18

**Thousands
go the
extra mile
inside your county
and locality news
special**



**Investing in
the future
of surgeries**



**Winter
service
success**



**1,100 join
fight against
diabetes**

Plus

**40,000 extra GP
appointments**



2017

2018

A message from:

This is the fifth Annual Report for the NHS Gloucestershire Clinical Commissioning Group and it's good to highlight the progress made.

As you will see, great work is going on across the county and within our local communities to improve health and care despite the challenges facing the NHS.

The year has been characterised by a strong joined up approach through our Gloucestershire Sustainability and Transformation Partnership (STP). This has helped us to make steady progress in improving NHS service performance for the benefit of patients, whilst preparing for the longer term and ensuring health and care services are fit for the future.

Increasingly, we are commissioning services together with local authority partners, helping to deliver seamless care that meets the specific needs of the individual.

We know that we face significant challenges as a result of a growing population with more complex needs and increasing demands for services.

Looking forward, we will be placing even greater emphasis on prevention, helping people to live in more active communities and stay independent for longer

in their own homes. This includes a focus on developing primary care with more appointments and improving premises.

We will be supporting people to look after themselves when they can, but when they do need the help of the NHS, we will ensure people are able to access consistently high quality, safe, physical and mental health care.

Alongside engagement with local people and partners, we will be taking a logical approach to developing priorities and proposals for how we organise services and support across the county to meet the challenges of the future and make best use of the Gloucestershire pound.

We will continue to value the skills, knowledge, expertise, professionalism and dedication of staff over the coming months and years and while we recognise certain roles and services will need to evolve and change to best serve local people, care and support will remain at the heart of what we do.

Thank you for your support as we work to improve the health and wellbeing of the population.



Mary Hutton
Mary Hutton
Accountable Officer



Andy Seymour
Dr Andy Seymour
Clinical Chair

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The Year in Numbers

Emergency and Hospital Care

Increase in % of patients seen within the 4 hour max wait time target (A&E)

86.7% - 2017/18



83.5% - 2016/17



78%

– the reduction in ambulances waiting over 30 minutes to transfer patients to hospital care



Reduction in the % of patients in a hospital bed due to delays

5.3%

End March 2017



2%

End March 2018



Primary and Community Services



40,000

more GP surgery appointments by April 2018 (from Sept 2017)

750

extra evening and weekend GP surgery appointments a week over the same period



Community Rapid Response Service

– **more** monthly patient contacts than ever before –

over **2,000**



Mental Health

Improvements in access to psychological therapies (IAPT) e.g. through Let's Talk



National target met –

50%

of eligible referrals to IAPT services moving to recovery

Estimated diagnosis rate for people with dementia

up to **67%** in 2017/18

Highest ever year end figure



Better Health

Daily Mile – An extra

11,121 pupils and



63 schools taking part in 2017/18

Over **1,100** people taking part in the NHS Diabetes prevention programme in 2017/18

1,000 people supported by the Community Wellbeing Service in 2017/18

34 organisations received a Workplace Wellbeing Charter Award in 2017/18



60% of people accessing weight management support achieved at least 5% weight loss

Health and Wellbeing

Helping people of all ages and fitness levels to get more active is a huge priority and together with our partners across Gloucestershire, the CCG has been involved in a number of projects which are making a real difference to communities.

Getting Gloucestershire Moving

More than £1.2m has been pledged by the CCG and other partners across the county to help get 30,000 inactive people doing daily exercise.

Gloucestershire Moves is a major new project which aims to create a sustained culture of physical activity by everyone in the county.

The CCG has committed £500,000 to the programme which will enable a range of exciting schemes to be delivered during 2018/19. They will focus on children and young people

in schools and older people at risk of falling.

It will encourage people to adopt healthier ways to travel and an innovative scheme will be developed in Gloucester called 'Beat the Street' which uses electronic tap boxes on lampposts to encourage people to walk and cycle across the city.



Aim of getting 30,000 inactive people active



The Daily Mile is part of a massive journey for the school. We are raising aspirations, showing the children they can be better, and do better. The Daily Mile helps with their learning. We do it every day, all year round.

Alison Walker, Head teacher, Moat Primary School

Best foot forward in schools

More than 21,600 pupils from at least 120 schools are now walking, jogging or running their way to better health thanks to the huge take up of the Daily Mile in Gloucestershire.

A partnership between the CCG, Active Gloucestershire, the County Council and local schools, the initiative

got underway in March 2017 and its success keeps marching on.

An extra 11,121 pupils and 63 schools jumped on board in 2017/18.

Being physically active at a young age not only leads to a range of health benefits but it has shown to improve academic performance.



Teachers are reporting that children concentrate better in class and come back from their Daily Mile refreshed and ready to

learn. Parents comment that their children are eating and sleeping better.



An extra 63 schools are now involved



Healthier and happier places to work

Running a business is not just about a healthy balance sheet, you also need a healthy and happy workforce.

Here in Gloucestershire, 34 organisations were proud to receive a Workplace Wellbeing Charter Award in recognition of their efforts to support their staff.

The CCG commissioned the charter in partnership with Gloucestershire County Council, the Local Enterprise Partnership and Active Gloucestershire to help organisations work towards achieving a healthy workplace culture.

To gain accreditation, staff were interviewed and an audit against topics such as leadership, absence management, health and safety, mental health, smoking, physical activity, healthy eating and alcohol was carried out.

Health initiatives at work can deliver a wide range of benefits to both employers and staff, such as reduced absenteeism, better health and more harmonious working environments and those businesses which have taken part are now reaping the benefits.



Achieving the Workplace Wellbeing Charter has made a positive impact and has inspired us to embrace health and wellbeing globally.

As part of our continuous improvement we are also making a pledge to the Time to Change campaign and focussing more on smoking cessation, healthy eating and physical activity. Our vision is to achieve excellence for all standards."

Jenny Hudson, HR Manager, JD Norman Lydney Ltd

12 steps to improving your health

Patients with diabetes are being motivated to make positive changes to their health using everyday bouts of physical activity and the results are highly promising.

People lost an average of 3kg in weight

More than 200 people in Gloucestershire are already taking part in a personalised health improvement programme called KiActiv®

Those involved are provided with a FitBit equivalent supported by a health coach to take part in a 12 week exercise programme.

This scheme has run successfully at Hucclecote Surgery in Gloucester, Hilary Cottage in Fairford and Lydney Surgery and patients have seen improvements to their health including:

- Reduction in weight (the average reported loss was more than 3kg per person)
- Reduction in blood glucose levels
- Improvement in mental wellbeing
- Increase in physical activity levels.

The scheme was funded by the West of England Academic Health Sciences Network (AHSN).



“

I can say with some conviction the programme is brilliant. It enabled me with the graphs and visual aids to determine a safe way to monitor my health, see at a glance my exercise levels and how many calories I was using.

I personally used this information to gently step up my exercise levels, and slightly change my diet to safely lose weight (I lost about a stone)."

Phil Hibberd, from Hucclecote

Positive action helps those at risk of diabetes

More than 1,100 people have been given a new lease of life thanks to a free diabetes prevention programme in the county.

The scheme targets individuals who have been identified by their GP surgery as having high blood sugar levels as this puts them at significant risk of developing Type 2 diabetes.

Sessions cover nutrition, exercise and suggested behavioural changes to maintain a healthy weight and become more physically active. Just a few simple lifestyle changes can prevent or delay the onset of the life-threatening disease.

So far, the programme has been introduced in Gloucester, Cheltenham and the Forest of Dean and plans are in place to extend it across the county by June this year.



“

When my GP referred me to the programme, I realised I needed to take action to sort out my sugar levels.

It's a slow burner, but the seeds have been sown, and it's working; my weight is already going down."

Richard Goddard, from Gloucester

How to take care of your own wellbeing



People in Gloucester and the Forest of Dean who live with a long-term condition can join a new programme where they can learn useful skills to build their confidence and improve their own health.

The Live Better to Feel Better programme offers participants an opportunity to meet others in a similar situation to share some of the common challenges they face and ways to manage their condition.

They will also learn how to use simple techniques such as controlled breathing and approaches for sleeping better or managing a low mood through relaxation. There is also advice about how to get the best from the professional support that is available.

“

It took me a few weeks of self-management sessions to connect the dots but slowly and surely I had a light bulb moment where I realised what self-management could be for me. I realised that if I had the right tools and the determination that I could take small manageable steps and rebuild me inside and out, and that's exactly what I did!"

Selina Williams, LBFB Tutor and reference group member

Supporting people living with frailty to live well at home

Teams of health and social care professionals have been working more closely together in communities this year to support people living with frailty who have ongoing and complex care needs.

The teams include GPs, nurses, mental health nurses, social workers, physiotherapists, occupational therapists and community wellbeing coordinators.

People with frailty have reduced resilience and so do not recover quickly after a relatively 'minor' illness, accident or other stressful event.

Working together with the person to understand their unique and specific needs, the team of professionals coordinate their care and offer them the support they need to continue to live independently and safely at home.

The teams may provide people with technical equipment which they can use to monitor their health at home, such as their blood pressure. They can also support people who are lonely or isolated to connect with their local community and engage in activities.

Frailty may be kept at bay or improved by gently increasing levels of activity. With this in mind, the NHS is working with Active Gloucestershire to encourage older adults in the county to keep active and exercise more, and let people know about the activities that are available.

The CCG is also working with Active Gloucestershire to encourage older adults in the county to exercise more and keep active.

Shaping the future of support for carers

Around one in 10 people in Gloucestershire are carers including more than 3,500 under the age of 18.

A carer is anyone of any age who on an unpaid basis looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without support.

The CCG and Gloucestershire County Council jointly commission Carers Breaks and the Carers Emergency

Scheme, Carers Voice, Carers Support Planning and Carers Assessment, Carers Information, advice and guidance, Carers Emotional Support and the Positive Caring Programme.

The current contracts for these services end on 31 March 2019 and will be recommissioned during 2018. As the first stage of this, the CCG and the council are undertaking a substantial engagement programme to help shape future support and services for carers.

It will explore themes which carers themselves have said are important to them such as taking regular breaks, training and development, peer and family support and their own personal health and wellbeing.



Support on prescription

When many people access the NHS, it could be the answer lies not in medical treatment but in community support or activities in their local neighbourhood.

The Community Wellbeing Service, a joint CCG and Gloucestershire County Council service, has gone from strength to strength this year proving to be a vital link between healthcare professionals and help in the community.

It forms part of the innovative social prescribing initiative

which helps people with mainly non-medical needs who go to their surgery or other health services.

More than 1,000 people have been given one to one support with social prescribing facilitators and/or community wellbeing agents this year. They help connect people to community groups, services and activities in their area which can help improve their wellbeing. Referrals can come from GPs and other healthcare professionals, friends or family, or people can self-refer.

“ I am definitely more in control of my life now. Even though I have been signed off social prescribing I feel that the door has very much been left open for me to get back in touch.

I was listened to and I think that has meant the most to me. Depression is very lonely especially being the sole carer of two children. But I feel like a new woman now.”

Louise* from Gloucester



How to help yourself when aches and pains affect your daily life

With time, most muscular and joint aches and pains will get better by themselves and there is often no need for people to visit their GP.

To help people feel more confident about managing their ailments themselves, we are making it easier to access good quality online information on local NHS websites with useful tips and advice on how to manage common ailments such as back, knee, shoulder or hip pain.

Anyone who needs additional support can refer themselves to physiotherapy services, again without going via a GP. Physiotherapists offer specialist assessment and treatment for a wide range of problems and work with people to help them help themselves.

For help, advice and information about how to refer yourself to physiotherapy services, visit gloshospitals.nhs.uk/physio or glos-care.nhs.uk/physio.



Care in Communities

Surgeries face challenge of increased demand for care head-on

GP practices across Gloucestershire have continued to embrace new ways of working this year to ensure the needs of patients can be met well into the future.

They have grouped themselves into 16 GP 'clusters' so they can work more closely together, be more resilient and provide a wider range of services in their communities.

In many areas of the county, other health professionals

such as clinical pharmacists, physiotherapists and mental health staff, are working in, and with, GP surgeries.

More than 33 clinical pharmacists have now been employed across Gloucestershire to work in surgeries as part of the practice team.

Signs are that this is making a real difference in surgeries with GP time being freed up to spend with patients with chronic long term health conditions.

“ Clinical pharmacists are increasingly becoming fully integrated members of practice teams around Gloucestershire. Many are independent prescribers managing patients with long term conditions such as chronic pain and hypertension.

Experts in medicines, they answer medication queries from patients, community pharmacy colleagues and clinical staff on a daily basis and manage the repeat prescribing processes within the practices”.

Nicky O'Brien, a clinical pharmacist in Tewkesbury



More GP surgery appointments than ever before

Huge strides have been made to improve access to GP surgery appointments in Gloucestershire.

By April this year, more than 40,000 more appointments will have been made available including at least 750 extra evening and weekend slots a week.

As part of local initiatives from the GP practice clusters, patients who need an urgent appointment with a doctor can wait for the next available slot at their GP surgery or choose to attend another healthcare centre in their area.

Increasing the number of appointments and improving access is a big benefit for patients as it means they can see a GP or nurse more quickly. It also reduces some of the pressure on practice staff and receptionists.



Joining up to offer community support

Working closely with GPs in their clusters, joined up Health and Social Care Community Teams are benefitting thousands of patients across the county, 7 days a week.

This service, run by Gloucestershire Care Services NHS Trust, received more than 65,000 referrals in 12 months.

The Integrated Community Teams (ICTs) provide help to people in their own homes to reduce unnecessary hospital stays and support patients to return home sooner after operations and treatment.

Despite increases in both the volume and complexity of their work, the ICTs continue to look for better ways to help people achieve the best possible outcomes.

Also this year, there were more monthly patient contacts than ever before (over 2,000) with the community rapid response service (response at home or the community within an hour).



“

Every single member of the team that have visited me has been excellent, friendly and approachable. They have made what is an unpleasant situation into a more pleasant one because of their care and compassion.”

William* from Tewkesbury

From the hospital bed to your own bed

When discharged from hospital, some people can feel anxious and lacking confidence about returning home.

The Hospital to Home Service, provided by home care agencies Radis and Crossroads, was launched in May 2017. It has already helped 323 people to continue to live independently in their own home by assisting them with their personal care, such as washing, dressing and taking medications.

Voluntary sector provider Age UK Gloucestershire provides a less 'hands-on' Out of Hospital Service which also supports people to settle back at home by helping with day-to-day tasks such as food shopping, accessing benefits and advice about other services which might be helpful.

Better quality of life for people with learning disabilities

People with learning disabilities and/or autism are being better supported to live in the community and closer to their families with a number of projects including the development of two new flats.

The CCG has funded this accommodation in Westbury-on-Severn which enables individuals who have spent time in hospital to live long-term in their own secure home supported by specially-skilled staff.

The flats give people who display behaviours which may be deemed as challenging the opportunity to live in their own home, and through this, to have a meaningful quality of life and become involved in the community.

Help at home for those most in need

Patients who are struggling to manage their health and independence because they are becoming older, frail or suffering from dementia are being supported by a new scheme.

Launched in April this year, by Gloucestershire Care Services NHS Trust working with local GPs, Complex Care at Home Service in Cheltenham and Gloucester enables people to live independently for as long as possible.

It is being led by Community Matrons who proactively identify people with complex needs and visit them to ensure they are receiving the care and support they need. This could range from making a specialist health appointment for them, arranging for community support or giving people advice about how to manage their condition.

The team keeps in regular contact through visits and phone calls and this personal support helps people to stay well and can often ease issues such as loneliness.



Investing in the surgeries of the future

It is vital the bricks and mortar of our practices themselves are fit for the future. That is why the CGG is investing in a number of new surgery buildings and refurbishments as part of its local infrastructure plan.

- A new £3.8 million GP surgery in Kingsway is on schedule for completion in November 2018. The new premises will have capacity for 13,000 patients and will include 10 consulting rooms, four treatment/minor operations rooms, first-rate facilities for reception and administration staff and an on-site pharmacy.
- Up to 10,000 patients to the north of Cheltenham are also set to benefit from a new medical centre this year. Seven Posts Surgery, in Prestbury, and Greyholme Surgery, in Bishop's Cleeve, are coming together under the Cleavelands Medical Centre which has 14 clinical rooms, a suite for minor operations and an onsite pharmacy.
- In Churchdown, a new surgery development, in Parton Road, opened its doors to patients in March. It can cater for up to 20,000 patients and the premises include additional consulting rooms, nurse treatment areas, a lift, training rooms and excellent facilities for reception and administration staff.
- Building work on another new GP surgery development in Stow-on-the-Wold is also in progress and will include seven GP consulting rooms, four nurse consulting rooms and space for phlebotomy and minor operations. It is due for completion in winter 2018 and will cater for 5,500 patients.
- Meanwhile, work on a £5 million refurbishment and extension programme at Glevum Surgery in Abbeydale, Gloucester is due for completion in August 2018. The development includes a new three-storey extension and a new car park which triples current capacity and which was recently opened in April 2018. As well as offering a mixture of consulting and treatment rooms, there will also be a suite for minor procedures.

“After many years of careful planning, we are absolutely delighted to welcome our patients to their wonderful new surgery. We have put a lot of thought into creating an attractive, modern building with pleasant landscaping, and very much hope that both patients and staff will appreciate and benefit from this. The premises will enable us to offer first-rate care to our patients and ensure that we can continue to provide high quality services for years to come.”

Dr Jeremy Halliday,
GP Partner at Churchdown Surgery



“We are delighted to have completed the first stage of our renovation programme, and excited to be welcoming our patients into their wonderful new surgery.

Work will continue over the next few months, whilst the old building is fully refurbished. Once finished, we will have considerably more capacity to meet the needs of our growing population. The extended premises will enable us to offer first-rate care to our patients and ensure that we can continue to provide high quality services for years to come.”

Ian Robertson, management partner at Hadwen Medical Practice



Stronger Together

Harsh winter avoided thanks to team effort

Unprecedented partnership working and an immense effort from frontline NHS and social care staff has led to significant improvements in service performance this winter.

In the seven months from June 2017, compared against the national maximum four hour waiting time standard, the county's emergency departments was one of the strongest in the region.

Performance over the four winter months to the end of February 2018 stood at 91.1% compared to 78.2% for the same period last year.

There was a big reduction in delays for patients fit to leave hospital, a 78% reduction in ambulances waiting more than 30 minutes to transfer patients into hospital and considerably fewer cancelled operations.

NHS and social care staff have helped patients to avoid unnecessary visits and stays in hospital and reduced delays in a range of

ways. These include:

- GP surgeries offering a greater number of 'on-the-day' appointments
- The ambulance service providing clinical advice and treating patients at the scene
- Community staff seeing more patients at home or close to home
- New hospital-based assessment services reducing delays in the Emergency Department
- More social care staff working in hospitals to assess patients and an increase in home care
- Mental health and voluntary sector services working with people who need more support at home
- More GPs and mental health professionals working in the Emergency Department.



Fighting flu

More of the county's at risk residents chose to get their free flu jab this year and 75% of NHS healthcare staff opted to have the vaccination.

For most healthy people, flu is an unpleasant illness from which they recover within a week. However, for anyone who is more susceptible – such as those with a long-term condition such as asthma, diabetes, liver or heart disease – it could mean an increased risk of developing serious illnesses such as bronchitis and pneumonia or ending up in hospital.

More than half of people under-65 who are deemed at risk had the vaccination and almost 75% of everyone over 65 took up the jab.



Tackling cancer waiting times and improving support

The CCG has been working very actively with Gloucestershire Hospitals NHS Foundation Trust and other partners this year to steadily reduce cancer waiting times and improve support for patients.

There are national standards for the number of days a patient waits to be seen by a specialist and then to start treatment.

At the time of publication, the NHS in Gloucestershire was close to ensuring 93% of people with suspected cancer in Gloucestershire are

seen within 2 weeks and 85% of patients with a cancer diagnosis start their treatment within 62 days.

The CCG, with partners, has introduced new GP guidance and patient information to improve arrangements for referral to hospital and are continuing with an extensive Macmillan GP Masterclass programme to support the early recognition of suspected cancer.

The NHS is also working to ensure patients receive faster and more joined-up care. This has included

more combined clinics; in the urology service, patients can see a specialist and have tests in a single visit and, in dermatology, people with some skin cancers can be diagnosed and treated on the same day. Also to speed up the process, when a GP suspects bowel or lung cancer, more patients will go straight for a diagnostic test, such as a colonoscopy or CT scan.

Health outcomes for people with cancer have remained very good and patient experience has continuously improved since 2013. Gloucestershire is also gaining national recognition for its partnership project with Macmillan Cancer Support to develop rehabilitation.

Saving lives by early detection

More people are surviving sepsis in Gloucestershire thanks to improvements in diagnosing and treating the condition.

Also known as blood poisoning, it is caused by infections such as pneumonia or gut problems and can be very serious. It is often hard to spot but can be treated easily if it is detected early.

Gloucestershire Hospitals has increased assessment for sepsis in the Emergency Departments (A&Es) from 52% to 96% and timely treatment from 49% to 91% in the same period through an ongoing improvement programme.

The National Early Warning Scoring system is now in operation across Gloucestershire which helps identify sepsis and prioritise the patient's care and clinicians have also been raising awareness of the condition in care homes and GP surgeries to help ensure that it gets recognised and diagnosed promptly.

This campaign work resulted in the CCG winning the Nursing Times Patient Safety Award and it was also asked to share the approach with NHS England to help other organisations.

Genetic testing going from strength to strength

About one in 250 people could have Familial Hypercholesterolemia (FH) a genetic condition which means cholesterol levels are higher than normal from birth.

If left untreated, about 50 per cent of men and 30 per cent of women will develop coronary heart disease by the time they are 55. Siblings and children of a person with the condition also have a 50% chance of inheriting it.

The Familial Hypercholesterolemia Testing Service was introduced in Gloucestershire in collaboration with the British Heart Foundation and it has gone from strength to strength this year. Since the service was set up, 180 patients have been screened with 33% testing positive.

When referred, patients are offered an appointment with the Clinical Nurse Specialist (CNS) at Gloucestershire Hospitals NHS Foundation Trust, where a detailed family history is taken together with a cholesterol profile.

Patients are then offered genetic testing. If the patient tests positive for FH, they then go for family cascade testing where immediate relatives are invited for testing and treatment.

In 2018, the intention is for the nurse specialist to work with GP surgeries to improve case finding and the quality of referrals to the service.



Working together to talk about mental health

Mental health continues to be a top priority for county health and care partners with extra money given to bolster the support and care available for people.

An additional £825,000 has been spent on

Let's Talk, the county's psychological therapy service to help people experiencing common conditions such as stress, anxiety and depression. This year alone, Let's Talk helped more than 7,000 people access support.

Gloucestershire was one of only 20 areas across the country to be awarded national funding (£1.5m), which is being used to improve specialist community mental health support for pregnant women and new mums.

Other developments include the opening of a wellbeing house in partnership with national charity Mind and funding extended hours at The Cavern, in Gloucester, so people can benefit from non-clinical support and feel less isolated.

The county's NHS and local authority has also improved the support provided to those in mental health crisis, including better links with the emergency services.

“

I cannot thank the service enough for all the help it has given me – my life wouldn't be what it is now without it.

Working over the phone with a psychological wellbeing practitioner has helped me adopt strategies to help cope with my worries and anxieties.”

Tom,* from Cheltenham



Providing a brighter future for children and young people

Great strides have also been made this year to improve mental health provision for children and young people.

Early advice and help has been a feature of developments this year with the involvement of young people, parents, carers and professionals key to their success.

The 'On your Mind' website which is designed to help young people cope with life's ups and downs had 10,000 visitors in its first 12 months.

More than 900 people were seen this year by Teens in Crisis which provides online and face to face counselling for young people aged 9 to 21. Of those receiving this support, 88% said they had been helped a lot or totally.

The CCG has also spent £300,000 over the last two years which has seen six more mental health workers providing support and training in schools. Half of all secondary schools in the county are now on board, with more to follow.

So far, 19 schools have also been accredited as part of the Mental Health Champions Award Scheme which sets a universal standard for education providers when it comes to early help and intervention.

“

The Mental Health Champions awards scheme has been a great opportunity for us to celebrate all the good work we do to support mental health and well-being in school.

Maintaining both good mental and physical health is a priority for us at Berry Hill Primary and by working towards this award, it has empowered both children and staff to talk about their mental health and to recognise signs of anxiety and stress.

This has helped children in particular to identify and address any issues they may have and to find effective solutions.

Lucy Stevens, special educational needs coordinator at Berry Hill Primary School, in the Forest of Dean



“

At the start of the Teens in Crisis counselling I felt like I no longer wanted to live. The mindfulness methods that were taught to me had started to work but the extra 7 weeks meant that I am now a strong powerful person that can cope and deal with the issues that may happen in the future.”

Steven,* from the Forest of Dean



Online Innovation

In order to provide a better service for patients, it is vital that the NHS in Gloucestershire makes the most of new technologies.

Right information in the right place at the right time

Health and social care professionals across the STP will be able to share important information with carefully controlled access to a new secure online system.

With patient consent, the Joining Up your Information (JUYI) allows the most up to date records to be instantly and securely

shared online with people involved in their care. Previously this information would have been obtained through telephone calls, letters and faxes.

The new system should be up and running by summer 2018. More information is available at juyigloucestershire.org

Health advice at your fingertips

Patients will have access to even more help and advice online in Gloucestershire.

The CCG is working with NHS England to design a new digital system which will allow people to:

- enter a query or their symptoms on-line
- receive self-help advice and signposting to the right local service (if needed)
- contact their GP practice electronically – including direct access to a nurse or GP for online advice or to book an appointment.

The aim is to integrate existing patient digital services, including the popular ASAP website and App, so people have a consistent online experience.

In the future, patients may also be able to submit blood pressure readings directly to the doctor or nurse or carry out online GP consultations.

The system will be available to all patients in Gloucestershire, with a phased rollout over the next two years.

Online help for patients with lung conditions

Healthcare professionals responsible for developments in respiratory care are introducing innovative digital technology to help support their patients.



myCOPD is a web-based application that allows individuals diagnosed with the lung condition chronic obstructive pulmonary disease (COPD) who are referred for rehabilitation

the chance to manage their symptoms digitally.

This includes how to use inhalers and what to do if they are becoming unwell.

As well as learning material, the application provides a programme of exercise videos that will take people through an approved programme safely allowing individuals to do physical activity within their home.



Paramedics in Tewkesbury and Cheltenham work with GPs in the community

Mythe and Church Street GP surgeries in Tewkesbury and St Paul's in Cheltenham have partnered with the South Western Ambulance Service on an innovative scheme to treat patients in their community. Paramedics are working alongside the practices to carry

out urgent home visits meaning patients are seen more quickly by skilled staff trained to an advanced level. The St Paul's service started in July last year with the emergency care practitioners supporting the on-call GP and carrying out 5 to 6 visits a day. In Tewkesbury, it began in December, seeing around 7 patients a day. The scheme will soon be evaluated with a view to developing it further for the benefit of patients.

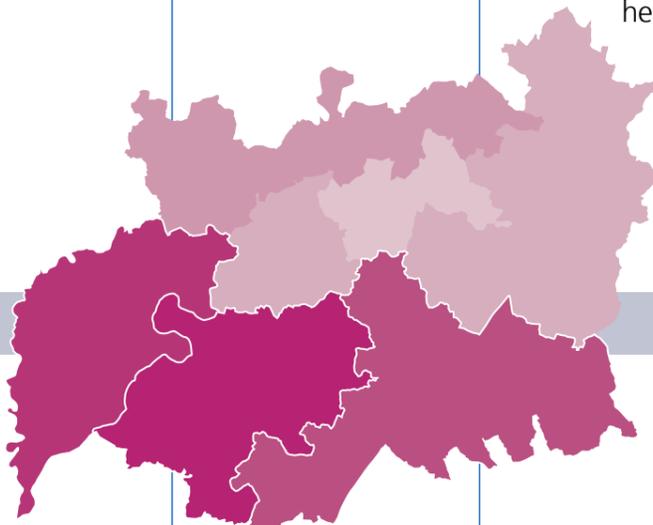


Frailty professionals improving care for older people

Groups of GP practices in the North Cotswolds and Gloucester have employed frailty nurse professionals this year to support older people closer to home. Two matrons and a nurse are now working within local surgeries to support, provide care and monitor the health of people with long term health conditions.

They are working as part of the wider GP practice teams across their areas ensuring excellent patient care and reducing the likelihood of people needing a hospital

stay or supporting patients to return home after treatment as soon as possible. Hundreds of patients are already benefitting from the service.



Tewkesbury, Newent & Staunton

Gloucester

North Cotswolds

Cheltenham

Physiotherapy set to be available in a number of GP surgeries

An exciting new initiative which sees physiotherapists providing services at a number of GP practices in Cheltenham and Gloucester is now underway. The surgeries at St Paul's Medical Centre, in Cheltenham, and the Aspen Centre, in Gloucester, have been working closely with Gloucestershire Care Services NHS Trust to employ three

physiotherapists and provide treatment more locally. This means many more patients who need physiotherapy advice and support are being seen in the GP surgery rather than having to attend an appointment at hospital. The physiotherapists are providing increased expertise in assessment, diagnosis and management of a range of common joint, bone and

muscle conditions. The services got underway at St Paul's in March this year and at the Aspen Centre in May. It is expected hundreds of physiotherapy appointments will be available within the GP surgeries in 2018/19. Patient feedback will be reviewed.



Specialist mental health workers in GP surgeries

Mental health professionals are working within GP practices in two areas of inner city Gloucester as part of a new pilot scheme.

The practitioners, employed by 2gether NHS Foundation Trust, offer 20 minute appointments and provide specialist mental health advice and support, freeing up GP time to spend with other patients.

The service has been well received by surgeries and patients alike and is already seeing results. Access to care is speeded up with more than 2,000 patient contacts this year.

“ I can't thank the mental health practitioner enough for his advice. It's been four weeks since my last appointment and I have changed my life massively with baby steps.”

Jane* from Gloucester

Supporting people with Dementia in Stroud

A pilot nursing scheme is already making a difference to the services and help available for people with dementia in Stroud.

Working within four local GP practices, a dedicated mental health community dementia nurse is now supporting diagnosis and helping to develop patient care plans.

The initiative is reducing the need for some people to go to hospital and aiding the joined up approach between service providers.

Since the scheme started in April 2017, around 300 patients with dementia have received annual reviews, helping to ensure they get the care they need. This includes access to mental health consultant psychiatry support if needed.

The initiative has been made possible thanks to partnership working between the practices, 2gether NHS Foundation Trust, Gloucestershire Care Services NHS Trust and the county and district councils.



Lisa started to visit us about a year ago and it's been a great help. If she didn't have the answers she would find them out for us. Lisa is reassuring and always at the end of the telephone if I was worried. This helped to lift the worry off my shoulders.

June, from the Stroud area



New Community Frailty service in the South Cotswolds receives positive feedback

GPs in the South Cotswolds have worked with local partners to set up a new community service to help people with frailty and their carers.

The new team, which includes nurses, a senior matron and wellbeing coordinators, provides advice, support and care as well as helping to meet health, emotional and social needs to end of life support.

They work closely with a range of partner services, including hospitals, GPs, and the voluntary and community sector.

More than 430 patients have benefitted from the service this year with extremely positive feedback.

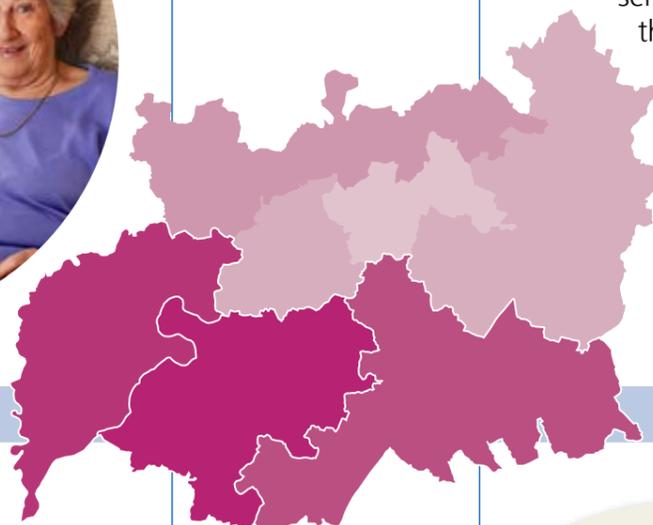


The Frailty Unit gave our mother a new lease of life.

"She is now taking short walks, enjoying her garden, going to the cinema, playing bridge and being somewhat sharper mentally.

"She does still have good days and bad ones, but overall it's such a joy for us to see her being herself again."

Sarah Holloway, from Tetbury



Stroud and Berkeley Vale

Forest of Dean

South Cotswolds

More convenient access to GP surgery appointments in the Forest of Dean

Working together, GP surgeries in the Forest of Dean have made great strides this year to support better and more convenient access to appointments, including during evenings and at weekends.

The pilot scheme in the area started in October last

year and it is already being hailed a fantastic success. More than 2,000 additional appointments have been made available in 2017/18 with 145 extra hours offered a month.

To access the additional appointments, patients phone their usual GP

surgery. If they are unable to be seen during normal hours, they will be offered one at the HUB surgery which offers longer opening hours between 6.30pm and 8pm on weekdays and on Saturday morning. There are five HUBS in the Forest of Dean.

Patient feedback



Patient feedback has been positive with comments including:

"Everyone very friendly and helpful. Excellent!"

"Brilliant service"

"Very pleased that my daughter didn't need to miss school to come to an appointment. All I needed was covered. Dr and receptionist were very helpful"

"Excellent being able to have later appointments due to work commitments."

*Some names have been changed to protect patient confidentiality

Member Practices – by locality

Cheltenham

Berkeley Place Surgery
Corinthian Surgery
Crescent Bakery Surgery
Leckhampton Surgery (The)
Overton Park Surgery
Portland Practice (The)
Royal Crescent Surgery
Royal Well Surgery
Sevenposts Surgery
Sixways Clinic
Springbank Surgery
St Catherine's Surgery
St George's Surgery
Stoke Road Surgery
Underwood Surgery
Winchcombe Medical Practice
Yorkleigh Surgery

Forest of Dean

Blakeney Surgery
Brunston Practice
Coleford Health Centre
Dockham Road Surgery
Drybrook Surgery
Forest Health Care
Lydney Practice (The)
Mitcheldean Surgery
Newnham Surgery
Severbank Surgery
Yorkley & Bream Practice

South Cotswolds

Avenue Surgery (The)
Hilary Cottage Surgery
Phoenix Surgery
Rendcomb Surgery
Romney House Surgery
St Peter's Road Surgery
Upper Thames Medical Group

Stroud and Berkeley Vale

Acorn Practice
Beeches Green Surgery
Cam & Uley Family Practice
Chipping Surgery (The)
Culverhay Surgery (The)
Frampton Surgery
Frithwood Surgery
High Street Medical Centre (The)
Locking Hill Surgery
Marybrook Medical Centre
Minchinhampton Surgery
Painswick Surgery
Prices Mill Surgery
Regent Street Surgery
Rowcroft Medical Centre
Stonehouse Health Clinic
Stroud Valleys Family Practice
Walnut Tree Practice

Gloucester

Aspen Medical Practice
Bartongate Surgery
Brockworth Surgery
Churchdown Surgery
Gloucester City Health Centre
Gloucester Health Access Centre
Hadwen Medical Practice (The)
Hucclecote (The Surgery)
Kingsholm Surgery
Longlevens Surgery
Partners in Health
Quedgeley Medical Centre
Rosebank Health
The Alney Practice

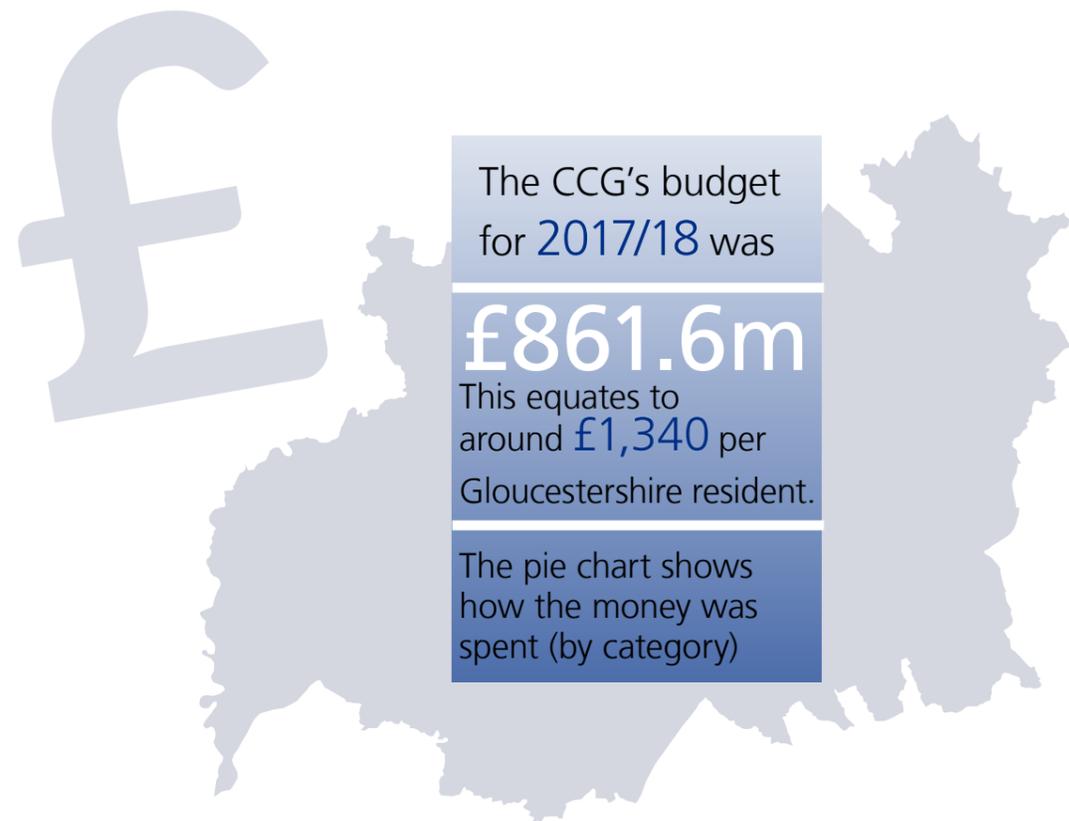
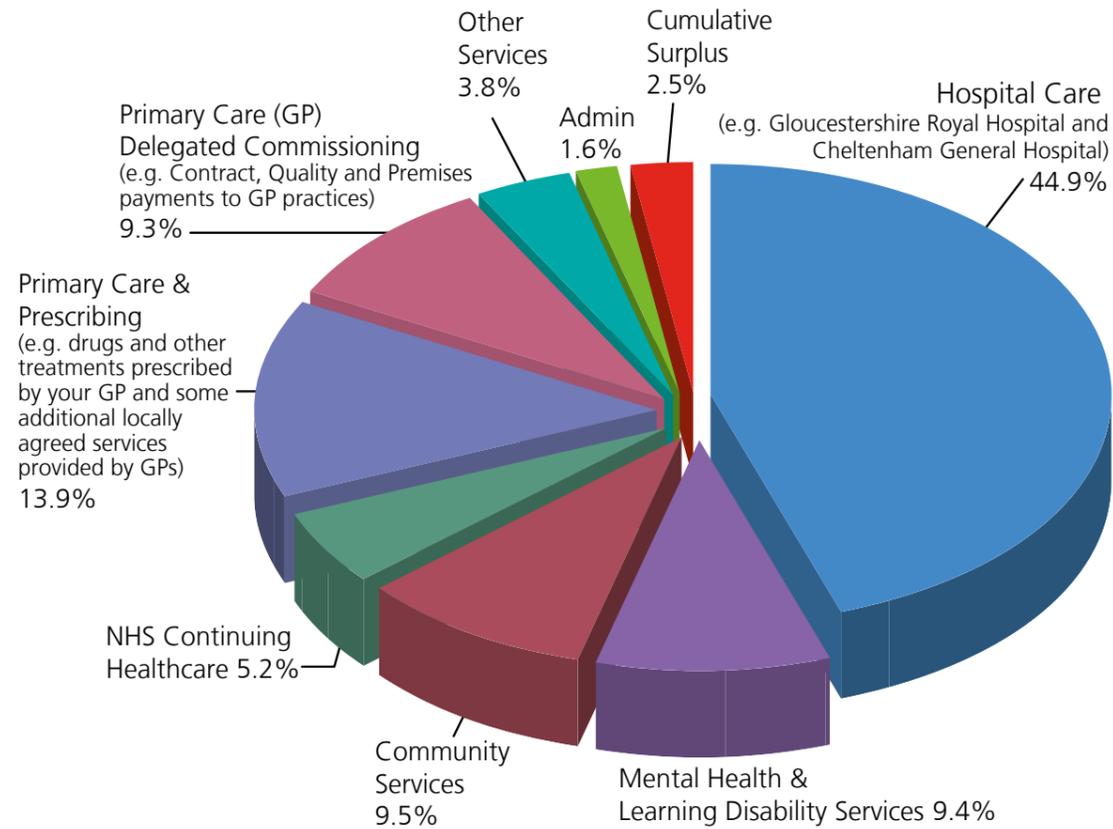
North Cotswolds

Chipping Campden Surgery
Cotswold Medical Practice
Mann Cottage Surgery
Stow Surgery
White House Surgery

Tewkesbury, Newent & Staunton

Church Street Medical
Staunton & Corse Surgery
Mythe Medical Practice
Newent Family Practice

How the money is spent



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