

# Stakeholder Brief

January 2010

## Draft Cancer Strategy

to Wolverhampton, Coventry or Cheltenham depending on where they live in the county. The proposals in the new draft Strategy would see much of this treatment centralised and fewer people having to travel long distances. As part of the work over the coming months NHS Worcestershire will now test out this Strategy in light of the financial challenges ahead to make sure that it is affordable. One of the more immediate implications of the draft Strategy is that any decision on head and neck cancer services will be put on hold until a final version of the Strategy is adopted towards the end of 2010. **For more details please email [simon.hairsnape@worcestershire.nhs.uk](mailto:simon.hairsnape@worcestershire.nhs.uk)**



The document outlines proposals for more cancer services to be delivered locally within the county, and includes plans to develop an extended cancer unit in partnership with Worcestershire Acute Hospitals NHS Trust. Services that could be delivered safely locally would then be provided from that centre, with more complex procedures being provided by a new out of county partner who would be chosen in conjunction with the Acute Trust.

A radical new draft Cancer Strategy has been approved by the NHS Worcestershire Board to go out for public consultation.

Worcestershire patients requiring treatment for radiotherapy and specialist cancer services currently travel

## Wellbeing



Wellbeing, NHS Worcestershire's annual guide to local health services, was published this month and is currently being distributed across the county's 270,000 homes. The guide, which last year was highlighted by the Department of Health as an example of good practice, includes information on healthcare developments over the last 12 months, NHS Worcestershire's priorities and plans for the future, and information on how people can help shape healthcare decision

making, as well as important contact details for NHS services.

**To read an online version of Wellbeing click here: [www.worcestershire.nhs.uk/publications.aspx](http://www.worcestershire.nhs.uk/publications.aspx)**



## GP Premises developments

The NHS Worcestershire Board also discussed a paper on GP premises developments at its meeting in January. Several schemes have been under development for a number of years and the NHS Worcestershire Board was able to reiterate a commitment to seeking ways of working with GPs and developers to try and

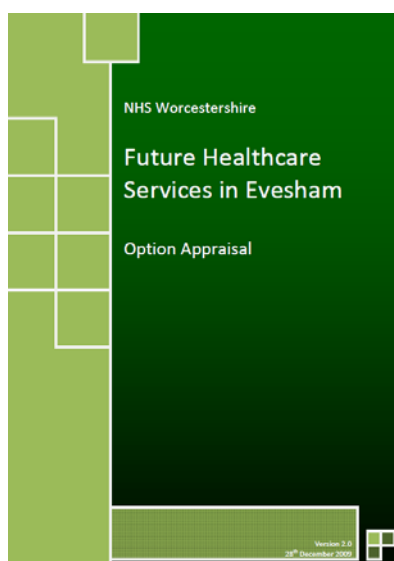
make these schemes affordable and deliverable. Several things will now be up for discussion in relation to the outstanding schemes (and for any new proposals that come forward) including opportunities for practices to generate savings that could be used to fund overall increases in costs.

The changes to the financial climate mean that other aspects of these schemes, such as the size and space allocations for primary care facilities and commercial

rental costs will also need to be reviewed. The general approach will be to continue to encourage general practice to move work away from secondary care into primary care and these schemes are being viewed as a potential incentive to assist this process.

For more details please email [jonathan.leach@worcestershire.nhs.uk](mailto:jonathan.leach@worcestershire.nhs.uk)

## Evesham project



A report outlining the main conclusions from the work that has been undertaken to review future healthcare needs in Evesham was also considered at the January Board meeting.

The Trust Board agreed that the changes to the general financial position, uncertainty around future policy and the need to do further work to test out the assumptions that were made as

part of the project all required further work before any decision on moving the development options forward could be taken.

The general outcome of the work was supportive of local services and did provisionally conclude that three options to develop facilities might be worthy of further consideration.

The work that has taken place so far also highlighted the changes in the Evesham population, including an increase of 65% in people aged 60 and over by 2026. This particular change would potentially result in a future additional annual revenue cost of £3 million and this is one of the assumptions that will require further testing.

Thanks were also expressed to stakeholders who have contributed to the work so far, including local GPs, the Evesham Hospital League of Friends and Wychavon District Council.

## 'Outstanding' End of Life pathway

NHS Worcestershire's End of Life Pathway, which was sent to the Strategic Health Authority for assessment as part of our Commissioning Strategy for Community Services – Transforming Community Services' last October, has been highlighted as an 'outstanding' submission which addresses the needs of people in the end stages of their life. The pathway will now be shared with other PCTs to raise standards overall.

More details are available from [sandra.rote@worcestershire.nhs.uk](mailto:sandra.rote@worcestershire.nhs.uk)



## NHS Constitution: a consultation on new patient rights

NHS Worcestershire, along with health trusts nationwide, has embarked on a consultation about the NHS Constitution. The NHS Constitution was published on January 21, 2009, bringing together, the principles, values, rights and responsibilities that underpin the NHS. It is an evolving document, which reflects the expectations people have of the NHS, and there will be an open and transparent debate on any changes to it.

In addition to the existing 25 rights and 14 pledges for patients and the public, we are asking our public, patients, staff and stakeholders to think about the proposals for:

- the right to access services within maximum waiting times
- the right to a NHS Health Check
- the introduction of a number of potential rights
- the introduction of a 'Constitution Champion'

For more information on the proposals download the [summary leaflet](#) or look on the [NHS Constitution's website](#).



## Health Inequalities National Support Team visit

Worcestershire benefited from a visit from the Health Inequalities National Support Team (HINST) in November. The HINST was setup to provide support and expertise to those NHS organisations facing

the greatest challenge in achieving key delivery targets. They work with a geographical area and bring together partners from the NHS, local authorities and the voluntary and community sector.

The HINST gave an extremely positive assessment of Worcestershire's work in this area, recognising a number of areas of particular strength. A number of recommendations for further improvements were also made and these will now be developed into an action plan and monitored by the Worcestershire Partnership.

For more details please contact [frances.howie@worcestershire.nhs.uk](mailto:frances.howie@worcestershire.nhs.uk)

## Joint commissioning arrangements for Children's Services

New proposals have also now been approved to formally establish joint commissioning arrangements for Children's Services with Worcestershire County Council. These new arrangements will mirror the previous agreement for joint commissioning of some adult

services and will involve the pooling of some budgets and resources via what are known as Section 75 agreements.

A new Children's Joint Commissioning Unit will now be established that will take responsibility for the full range

of commissioning responsibilities for those services covered. This will be done using existing resources and arrangements across both organisations.

More details are available from [simon.hairsnape@worcestershire.nhs.uk](mailto:simon.hairsnape@worcestershire.nhs.uk)

## GP patient survey

Results of the GP Patient Surveys that were undertaken nationally in quarters 1 and 2 of 2009/10 have now been published. Some of the headlines for Worcestershire are:

- 72% of patients reported that they were either very satisfied or fairly satisfied with their ability to get through to their doctor's surgery on the phone compared to the England average of 68%;
- 87% of patients who tried to get a quick appointment with a

GP said they were able to do so within 48 hours in Worcestershire compared to 81% nationally;

- 83% of patients responded that they were either very satisfied or fairly satisfied with the hours their GP surgery was open in Worcestershire, with 81% in England;
- 94% of patients reported that they were either very satisfied or fairly satisfied with the overall care they receive at their surgery in Worcestershire compared to 91% nationally;

- 68% of Worcestershire patients say they would know how to contact an out-of-hours GP service if they needed to, when their surgery was closed, 3% more than the England average of 65%;
- 66% of Worcestershire patients rate the care they received from the out-of-hours service as good, the same as England as a whole.



## SHA telephone survey



The Strategic Health Authority has also circulated the outcomes from its annual telephone survey of West Midlands residents that includes a sample of about 300 in each PCT area. This has particular relevance because the results are an important part of the World Class Commissioning assessment of performance in competencies one and three. A detailed report of the outcomes of this piece of work for Worcestershire will also be reported to the PPI Sub Committee but some of the headlines were:

- The total amount of Worcestershire residents

satisfied with the running of the NHS was 73%, compared to 59% when this question was last asked in 2006 and an average of 72% across the West Midlands;

- 79% thought their local NHS was providing them with a good service compared to 67% in 2006;
- 31% thought that their local health services would get better in the next few years as opposed to 28% when asked the same question last year. The West Midlands regional average figure for this was 33% this year;
- In terms of priorities for improvement, access to NHS dentistry (18%) is once again the top priority for Worcestershire residents followed by cleanliness of hospitals (13%) as in last year's survey.



Unwell?  
Choose  
well.

We are continuing to raise awareness of the appropriate use of NHS resources this winter. The cold snap over the Christmas period increased the winter pressures being felt across the health economy in the county, further highlighting the importance of the Unwell? Choose well campaign.

The Unwell? Choose well campaign is being delivered across several communications channels and includes an advert in GP surgeries (click here), leaflets and local media advertising.

More information is available at [www.worcestershire.nhs.uk/choosewell.aspx](http://www.worcestershire.nhs.uk/choosewell.aspx)

## Swine flu update



National planning assumptions remain unchanged but there has been a decrease in the numbers of patients accessing the National Pandemic Flu Service (NPFs) during the last 6 weeks.

Up to the end of December over 22,000 people in Worcestershire had contacted the NPFs, nearly 17,000 were issued with an authorisation number and nearly 10,000 people have collected antiviral medication.

The swine flu vaccination programme continues with a new phase to vaccinate children under 5 now underway. 67 out of 68 local GP practices agreed to undertake this and arrangements are being made to pick up children covered by the remaining practice.

**More information on the local NHS response to Swine Flu is available by contacting [richard.harling@worcestershire.nhs.uk](mailto:richard.harling@worcestershire.nhs.uk)**

## Responding to the economic challenge

Work continues with NHS and local authority partners to respond to the financial challenge. The publication of the NHS Operating Framework for 2010/11 has provided more detail about financial parameters for the next 12 months, included within which will have to be an allowance for 2% of the total budget to be held by the Strategic Health Authority for contingency expenditure.

The Leadership Group of Chairs and Chief Executives that has been set up in Worcestershire

to plan a partnership approach to the challenges meets on a regular basis and is in the process of agreeing a 'top opportunities programme' of interventions that will begin to show savings immediately. These include things like managing variations in emergency and surgical admissions, outpatient referrals and best value prescribing of drugs and medication. This programme will be discussed in more detail at a joint event on 1st February where efficiency plans for across the health economy will be agreed.

Recent activity has also included a briefing for all Worcestershire MPs that was held before Christmas.



## Continuing Healthcare costs

Recent forecasts for the 2009/10 financial year show an anticipated £4 million overspend against NHS Worcestershire's existing budget for Continuing Healthcare.

A Continuing Healthcare package of care is arranged and funded solely by the NHS to meet a patient's physical or mental health needs and eligibility is calculated based upon a detailed assessment of a patient's needs, with one of the main criteria being whether the main needs are health related.

Demographic pressures, allied to various national policy changes have increased the proportion of patients who are eligible for this which has led to the overspend in Worcestershire. Various options are now currently being considered to reduce future costs.

More information is available from [sandra.rote@worcestershire.nhs.uk](mailto:sandra.rote@worcestershire.nhs.uk)

## Operating Framework

The operating framework for the NHS for 2010/11, published at the end of last year, sets out the priorities for the NHS for the year ahead to enable planning to begin.

For the third year in a row, the national priorities in the operating framework remain the same, providing important stability. The five priorities continue to be:

- improving cleanliness and reducing healthcare associated infections;

- improving access through achievement of the 18-week referral to treatment pledge and improving access (including at evenings and weekends) to GP services;
- keeping adults and children well, improving their health and reducing health inequalities;
- improving patient experience, staff satisfaction, and engagement; and
- preparing to respond in a state of emergency such as an outbreak of pandemic flu, learning from our experience of swine flu.

Included within the operating framework is the announcement that PCTs must confirm what

they intend to do with their provider arms by the end of March 2010. A separate **Stakeholder Brief** has been issued outlining how this will be taken forward in Worcestershire. It seems that the option of creating a new Community Foundation Trust has been ruled out and we are now being asked to look at other solutions. The Operating Framework also sets out a requirement for PCTs to cut management costs by 30 per cent over the next four years. NHS Worcestershire has already developed a financial strategy that shows a need to find savings of at least £20 million a year over the next three years and this will need to be reviewed in light of these latest announcements.

## NHS 2010-2015: from good to great

At the end of last year Secretary of State Andy Burnham introduced a five-year plan to reshape the NHS to meet the challenge of delivering high quality health care in a tough financial environment. The report describes practical measures

to meet the demands of an aging population and the increased prevalence of lifestyle diseases. The vision is for an NHS that is organised around patients - whether at home, in a community setting or in hospital. There will be a renewed focus on prevention

with the ambition of delivering cost-effective high quality care across the service.

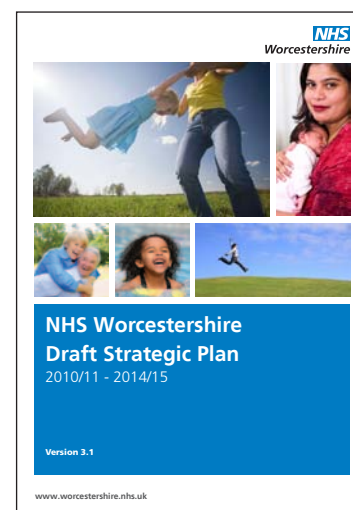
You can read the full document by clicking here ([www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/@dh/@en/@ps/@sta/@perf/documents/digitalasset/dh\\_109887.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/@sta/@perf/documents/digitalasset/dh_109887.pdf))

## WCC documents to be in...

Preparations are well underway for the second year of the World Class Commissioning assurance process with a range of documents due to be submitted to the Department of Health before the end of January. This submission has to include a wide range of information, including a revised 5 year Strategic Plan, a new Organisation Development Plan and our self assessment

against each of the 11 competencies that make up the assessment.

The development of the new Strategic Plan has been ongoing for a number of months and will take into account the feedback from the public consultation exercise that finished in July and the new financial projections about future funding expectations.



## Finance and performance report

- NHS Worcestershire has had to amend its forecast out turn financial position for the 2009/10 financial year. Previously the plan was to deliver a surplus of £4.7 million but this figure has had to be revised to £3 million because of increasing costs pressures. These pressures mainly relate to the large increase in continuing healthcare costs, the swine flu pandemic and severe winter weather and growth in elective surgery as 18 week waiting lists have been reduced.
- GP Extended hours - a total of 43 practices are now signed up to the extended hours service. This is already ahead of our agreed total for 2009/10.

For more information on any of the items in this brief please contact Rebecca Bourne on 01905 760020 or email [rebecca.bourne@worcestershire.nhs.uk](mailto:rebecca.bourne@worcestershire.nhs.uk)