Setting the scene...

- It is responsible for commissioning the following healthcare services in the Vale of York:
  - planned hospital care
  - urgent and emergency care
  - community health services
  - mental health and learning disability services
  - services that tackle inequality, including children’s health and wellbeing
  - GP services
- Population of 357,000
Who uses our website?

- Public and patients
- GPs and other health professionals
- Complaints
- Governing body papers
- New recruits
- Staff
- People looking for services (e.g. MH out of hours)
## Current website

<table>
<thead>
<tr>
<th>Month</th>
<th>Users</th>
<th>Sessions</th>
<th>Page views</th>
<th>Pages per session</th>
<th>Dwell time</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 2018</td>
<td>2,717</td>
<td>4,263</td>
<td>9,882</td>
<td>1.57</td>
<td>01:38</td>
</tr>
<tr>
<td>October</td>
<td>2,925</td>
<td>4,477</td>
<td>11,026</td>
<td>2.46</td>
<td>02:15</td>
</tr>
<tr>
<td>September</td>
<td>2,485</td>
<td>3,998</td>
<td>10,046</td>
<td>2.51</td>
<td>02:20</td>
</tr>
<tr>
<td>August</td>
<td>2,611</td>
<td>4,041</td>
<td>9,456</td>
<td>2.34</td>
<td>02:05</td>
</tr>
<tr>
<td>July</td>
<td>2,306</td>
<td>3,834</td>
<td>8,967</td>
<td>2.34</td>
<td>02:14</td>
</tr>
</tbody>
</table>
Where do people go?

• Home page – 2.5k hits per month
• About us – 600 hits per month
• Contact us – 400 hits per month
• Publications – 250 hits per month
• Governing body – 230 hits per month
• Mental health out of hours – 220 hits per month
Have your say about our website

As part of continuing efforts to improve the NHS Vale of York Clinical Commissioning Group's website, we want to know how well we are doing to meet your needs and how satisfied you are with your visit to the website.

We are looking at redeveloping the website and it is important to us to know how you use the site and where we can make improvements.

Please take our website survey: https://www.surveymonkey.co.uk/r/voyccgwebsite

If there is any additional information you would like to provide you can contact us by:

Phone 01904 555 670 or email voyccg.communications@nhs.net
Our Governing Body

Updated on 16 August 2018

Our Governing Body comprises of local GPs, clinicians and other professionals. Their experience and expertise means they are ideally placed to make decisions about the healthcare services that patients in the local area need.

Below is a short biography of each Governing Body member.

Click here for details of each member’s Declarations of Interest.

Dr Nigel Wells, Clinical Chair

Nigel joins the CCG team from Beech Tree Surgery, Selby. He moved to York in 1998 after qualifying in medicine at Dundee University. He trained in Leeds and York and started work as a GP in 2003. Nigel worked as a locum GP in York for 3 years. He was a GP partner in Consort Medical Centre Co. Durham before joining Beech Tree Surgery in 2008.

He is a GP trainer and has an interest in finance, management and service provision. Nigel has set up alternative NHS services in podiatry and community ultrasound within the Vale of York and other CCGs.
Our work

Updated on 16 January 2019

2016-19 Healthcare Commissioning Intentions for the Vale of York

Ambulatory Care
Bone Protection Service
Care homes – our partners in care
Central Alerting System Standard Operating Procedures
Collaboration improves services for people with a spinal cord injury
Commissioning and managing medicines in the Vale of York
Commissioning community equipment and wheelchair services for York and North Yorkshire
Continuing Healthcare Funding
Glucose monitoring systems
Gluten free product prescribing in the Vale of York
GP in hours trage service
Homeless worker project
Current website

- What do you like?
- What do you not like?
- What do you think we can improve?
- Accessibility?
- Layout?
- New features?
Publications

Our Plans
- 2016-17 Healthcare Commissioning Intentions for the Vale of York
- 2016-17 Commissioning Intentions (two page summary document)
- 2015-16 operational plan
- 2014-15 operational plan (including the CCG’s five year plan)
- Integrated Operational Plan 2018-19
- 2015-16 operational plan
- 2015-16 priorities
- Quality Assurance Strategy 2015-16

Future in Mind Local Transformation Plan
- Local Transformation Plan 2017
- Year 1 Report and Accounts: Workforce Data
- Year 1 Report and Accounts: Local Transformation Plan 2015
- Local Transformation Plan 2015

Our Annual Reports and Accounts
- 2016-17 Annual Report and Accounts
- 2015-16 Annual Report and Accounts
- 2014-15 Annual Report and Accounts
- 2013-14 Annual Report and Accounts

External Auditors Letter
- External Auditors Letter 2017-18

Our Constitution
- Updated the CCG’s CCG Constitution
- Approved by NExE England

Our Policies
- Publications page which lists our policies on nhs, corporate, finance, information governance, clinical and prescribing.

Individual Funding Requests
- Read about individual Funding Requests and find out how to apply

Information Governance Handbook
- Read the CCG’s Information Governance Handbook

Financial Governance
- Definitive Financial Policies
- Detailed Balance of Delegation

Our Freezing Policies, Procedures and Checklists
- NICE Technology
- Approach to Medicines: Primarily Available Checklists
- Notification of Infection: Disease Forms
- How we commission medicines in the Vale of York

Freedom of Information (FOI)
- Publication Scheme
- Publication Scheme
- Disclosure Log

Risk Stratification – Ensuring the Improvement in the Quality of NOS Care
- Learn more about personal confidential data we may hold about you on your health record.
- More Information on identifying high risk patients for early intervention, to improve health care and reduce

Commissioning for Value
- Commissioning for Value
- Commissioning for Value Tool 2016
- Commissioning for Value Explorer 2016
- Focus areas for Cancer, Mental health and dementia, BHF and dementia, May 2016
- Focus areas for CVD, neurological, sleepapnoea, Mulberry - June 2016

Local Strategic Plan
- Joint Strategic Needs Assessment for the Vale of York

Better Care Fund
- 2017-18 Integration and Better Care Fund
Hello and welcome to Hull CCG!

We are an NHS organisation consisting of 39 local GP practices with a vision to Create A Healthier Hull now and in the future.

Our website explains how we commission health services which meet the needs of the 300,000 people who live in our city. You can learn about our work and how you can get involved as an individual or as a business.

We also offer guidance on which local health services you can access when you are unwell.

We hope you find our website useful. If you can’t find what you need or require the information in another format, please contact us.

Latest Tweets

- This was definitely a #2018Highlight for us too! We couldn’t be prouder of our fantastic facility and the partners... https://t.co/B4OR5K6D1Y (4 hours ago)

- RT @GASCityCare : "My #2018Highlight was the successful delivery and hand over of the @JeanBishopCC by the team and seeing and hearing the... (4 hours ago)

- RT @ThePeoplesPanel : The winter Panel is now closed. We’d like to say a huge Thank You to everyone who took part. Winners of our... (4 hours ago)
Find a local service
- Find a GP
- Find a Dentist
- Find a Pharmacy
- Find an Optician
- Find a Hospital

Get health advice
Stay healthy with simple tips and advice from your local NHS.

Get involved
We need you! Find out how you can help us by getting involved in the work we do.

Give us feedback
If you have had a good or bad experience of local services or just want to say thanks leave your feedback today.

What the CCG does
Not sure what your local CCG is and what it does? Find out more about how we plan and fund local services.

Find a publication
Would you like to see our latest annual report or do you want to see our guide to CCGs?
- Strategic Plan 2018/19 – 2020/21
- Annual report and accounts
- Governing body meetings
Focus for improvement

- Strengthening GP services
- Community services – more seamless working between health and social care
- Mental health and wellbeing, esp. children’s services
- Cancer and long-term conditions
- Focus on community:
  - Build services for populations that can focus on the specific health needs and challenges of an area
  - Work with the most vulnerable and those with greatest need
  - Prevention and self care – to support communities to stay healthy for longer
  - Targeting investment and services to areas with greatest need is essential
Refresh our strategy

Let's talk health

We are building our vision around the views of the community

Involving Local Communities 2016-19
An Engagement Strategy

Patient and Public Participation

Annual Report 2017-18
## Our engagement principles

<table>
<thead>
<tr>
<th>Principle</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inclusiveness</td>
<td>Participation of all who have an interest in or are affected by a specific decision</td>
</tr>
<tr>
<td>Honesty and clarity</td>
<td>Ensuring all involved understand how they can contribute and how decisions are made</td>
</tr>
<tr>
<td>Commitment</td>
<td>Demonstrating a genuine attempt to understand and incorporate other opinions</td>
</tr>
<tr>
<td>Accessibility</td>
<td>Different ways of engagement, ensuring people are not excluded</td>
</tr>
<tr>
<td>Accountability</td>
<td>Respond within set timescales and report unambiguously on why contributions have/have not influenced outcomes</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>Open to idea of changing existing ways of working</td>
</tr>
<tr>
<td>Willingness to learn</td>
<td>Those involved and those undertaking the engagement process must be willing to learn from each other</td>
</tr>
<tr>
<td>Productivity</td>
<td>At the start of any engagement process establish desired outcomes for improvement</td>
</tr>
<tr>
<td>Partnership approach</td>
<td>Where possible co-ordinate activities with other statutory and voluntary sector partners to engage efficiently and effectively and avoid any duplication.</td>
</tr>
</tbody>
</table>