

Stakeholder newsletter

19 July 2018

Improved rating for the CCG from national regulator

Earlier this month we announced an upgrade in our official performance rating and positive feedback from our national regulator, NHS England.

The CCG's assurance rating for 2017-18 has now been classified as 'Requires Improvement'. In 2016-17 it was previously rated as 'Inadequate'.

The evidence-based annual assessment was conducted by local NHS England teams and moderated regionally and nationally. The assessment focused on six main components: Cancer, Mental Health, Dementia, Clinical measures, Finance (sustainability) and the Quality of Leadership.

The rating is based on improved performance delivery and demonstrates significant improvement in clinical performance indicators. NHS England highlighted the stabilisation of the local system's financial position in 2017-18 and the role of the strong, clinically-led Executive team that is now in place and delivering this improvement.

Dr. Nigel Wells, our Clinical Chair said: "It's knowing what is important to the community that is helping us to transform acute services, strengthen primary care and improve mental health services. This, along with the step change to develop and deliver joined-up, integrated health and care and preventative health measures, will help us to reduce demand on more expensive interventions.

"The local health and care system is still in financial deficit but I am delighted that our



Dr Nigel Wells

clinically-led approach and the CCG's achievement of an Aligned Incentive Contract with York Teaching Hospital NHS Foundation Trust will support the reduction in cost inefficiencies, duplication and unnecessary variation and help to ensure that the local system delivers its precious resources in ways so they drive improvement and help to achieve better value for money."

In a spirit of partnership and collaboration, the new ways of working under this Aligned Incentive Contract will be monitored by a System Transformation Board, which will be co-chaired by the CCG and York Teaching Hospital NHS Foundation Trust.



Happy 70th birthday to our NHS

We organised a range of events and roadshow activities this summer to celebrate the 70th birthday of our NHS. As our info-graphic shows, by travelling across the Vale of York, we got to talk to lots of people of all ages and backgrounds. We were supported by local MPs, local dignitaries, our providers, local businesses and voluntary sector organisations. Thank you to everyone who got involved.

 <p>Bus tours</p> <p>Selby, Easingwold, Acomb and York</p>	 <p>4</p> <p>wellbeing sessions</p>	 <p>Hundreds of signatures on our NHS 70 birthday card</p>
 <p>Conversations with more than 500 local people</p>	 <p>Hundreds</p> <p>of pledges from the local community</p>	 <p>Partnership working</p>
 <p>Roadshows</p> <p>15 events across the Vale of York</p>	 <p>Dignitaries</p> <p>Mayoral and MP involvement</p>	 <p>Community events</p>



Our 4ft high 70th birthday card came with us on our travels. In the weeks leading up

to the 70th birthday, the birthday card toured all four corners of the Vale of York so local people could sign their names and write messages to express what the NHS means to them and their families. To read more click [here](#).

How many causes of heart disease can you identify?



It is our priority to prevent people in the Vale of York from dying prematurely and that's why we want to work with the local community to beat heart disease and stroke.

High blood pressure is one of the Vale of York's biggest killers. It rarely has noticeable symptoms and, if left untreated, increases the risk of developing a heart attack or stroke. It is estimated that more than 34,000 local people have undiagnosed high blood pressure.

For information and to learn how you can reduce your own risk, go to the website

www.valeofyorkhealthyhearts.co.uk

Pledges to create a positive health outcomes legacy

Our work to applaud the NHS does not end with the birthday celebrations. We want the celebrations to continue and create a legacy where the community can manage their health and wellbeing proactively.

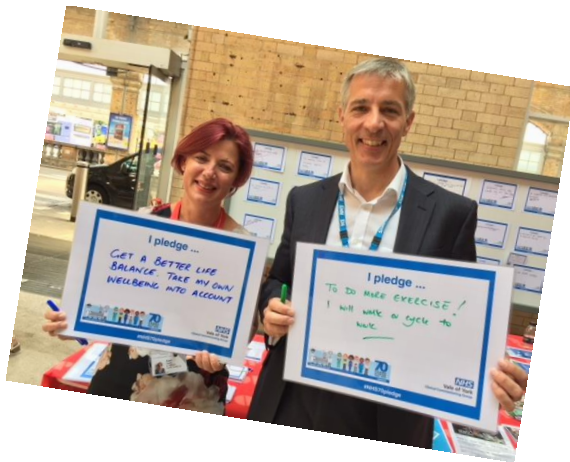
Our events and roadshow activities raised awareness of a number of key healthcare issues, including prevention and self-care, tackling loneliness and isolation, and creating a sustainable NHS. To ensure that positive health outcomes spurred on by our NHS70 activities are long lasting we asked hundreds of people across the Vale of York to make a pledge to do something positive to improve their health and wellbeing.



Our staff got in on the action too and have pledged to donate thousands of miles of exercise and physical activity to the national NHS 1,000-mile challenge.

Staff hope to improve their health by taking part in regular physical activity throughout 2018 as a collective birthday present to the NHS and are logging miles earned from regular activity – walking, running, cycling, swimming etc. and participating in a series of specially organised sport activities, including gym challenges, group walks and more.

Members of the public are welcome to donate 1,000 miles or more to the NHS throughout the course of the year. Obviously, the more active you are, the healthier you become - and that's great news for the NHS. Find out more [here](#).



Major employers in the Vale of York are getting in on the act too – with London North Eastern Railway (LNER), formerly Virgin Trains East Coast, asking their employees to sign pledge cards (donated by the CCG) vowing to improve their health and wellbeing in a wide variety of ways.

The CCG is in discussion with some of the region's other major employers and hopes they will follow LNER's lead in the coming months to help the Vale of York become healthier. More information about this campaign will be available in the next stakeholder newsletter.

Don't worry if you didn't get the chance to make a pledge, there's still plenty of time - email

voyccg.engagement@nhs.net

Securing continuous improvement, safety and quality

We have launched our latest Quality Assurance Strategy.

Building on the recommendations of reports by Robert Francis Q.C., Sir Bruce Keogh, Professor Don Berwick and others, the strategy defines the CCG's vision for quality and safety.

Michelle Carrington, Chief Nurse and the Executive Director of Quality of Nursing at NHS Vale of York Clinical Commissioning Group said: "In line with our organisational values and the NHS Constitution, the strategy outlines the CCG's work to identify and measure the quality of the services it commissions.



Michelle Carrington
Chief Nurse and
Executive Director of
Quality and Nursing

To read more click [here](#).

More ways to get urgent healthcare or advice



24 hours a day,
7 days a week

Did you know that you can now access urgent healthcare or health advice via the NHS 111 service online as well as over the phone?

You can now receive medical help or advice from NHS 111 online using a smartphone, tablet, laptop or other digital device. As an alternative to calling 111, you can now visit www.111.nhs.uk to determine which service or treatment is most suitable for you. Like the phone service, it's available 24 hours a day, 365 days a year, and is free to use.

Like you do when calling 111, you'll answer a series of questions relating to your symptoms. Based on your answers, you will be directed to the most appropriate healthcare service in your area. You can also use NHS 111 online to get advice on self-care.

The service helps to direct patients to the right care, first time. The NHS 111 online service can be used to:

- Answer questions about symptoms
- Discover where to get the most suitable care in your area
- Get self-care advice
- Recommend that you speak to a nurse, emergency dentist or GP
- If necessary, advise you to call an ambulance directly

Dr. Kevin Smith said: "The NHS 111 service plays a crucial role in helping people get the most appropriate care available in their area at the first time of asking, so it's helpful that they can now access this information online as well as over the phone.

"You should use the NHS 111 service if you urgently need medical help or advice when it is not a life-threatening situation. The 999 number should be used if you have a medical emergency, such as breathing difficulties, chest pains or if you've been in a serious accident."



Dr Kevin Smith
Executive Director of Primary Care
and Population Health

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