

Let us know what you think



We are keen to ensure that patients can influence the decisions we make, as well as giving feedback on local health services.

If you want to get involved in the work we are doing you can attend one of our quarterly forums, or sign up to receive our patient update, which includes details of on going consultations.

Contact Kingston CCG communications team:
T 020 8339 8086
E communications@kingstonccg.nhs.uk
 or visit **www.kingstonccg.nhs.uk**

Complaints



If you want to make a comment on a specific health service or to make a complaint, details are as follows:

Primary care

Complaints regarding a GP, dentist, pharmacy or optician should be sent to the practice manager or to NHS England.

**NHS England, PO Box 16738,
 Redditch, B97 9PT
 T 0300 311 22 33
 E england.contactus@nhs.net**

Other health services

Complaints about hospital, community or mental health services should go direct to the provider or to the CCG customer care team:

Leigh Broggi, customer care officer
T 020 8339 8107
E leigh.broggi@kingstonccg.nhs.uk



Changes to your local NHS

An introduction to Kingston Clinical Commissioning Group

2013/14



Kingston Clinical Commissioning Group (Kingston CCG) was established on 1 April 2013, having taken over from the primary care trust.



We are made up of the 27 GP practices in Kingston and we're responsible for a budget of approximately £200 million which we use to secure hospital, mental health and community services for people in the borough. Community services include services provided by district nurses or physiotherapists.



Our aim is to use our clinical experience and close working relationship with patients to ensure that people in Kingston get the best possible health services.

Putting patients at the heart of our decision making is one of our top priorities.



On 1 April 2013, some of the funding for local health services transferred to a new organisation called NHS England, which now commissions primary care services, like GPs, dentists, pharmacists and opticians. It also commissions specialist services including transplant and HIV services. At the same time, public health services have transferred to Kingston Council.



How we are organised

Kingston CCG's governing body consists of local GPs and nurses with the support of a doctor and nurse from outside the area, lay people and an experienced management team.

Each Kingston GP practice has a representative on the CCG's Council of Members. This body sets the strategic direction of the CCG.

Our priorities for 2013/14



Improving mental health and substance misuse services, for example through the launch of a new community wellbeing service in April 2013.

Integrating community health (NHS) and social care (Kingston Council) services to remove duplication and make them easier for patients to access.

Improving medicines management to ensure the most suitable medicines are used, encouraging patients to take their prescribed medicines and reducing waste.

Management of hospital outpatient referrals, which includes using services and specialists outside of hospital.

Avoiding unnecessary unplanned hospital attendances by ensuring that the right services are available in the community and by improving patients' understanding and management of their own conditions.

Reducing health inequalities across the borough.

Improving quality and increasing choice.

Ensuring financial stability.