

A close-up photograph of a male doctor with dark hair, wearing a white lab coat and a stethoscope. He is smiling and looking towards the right. The background is bright and out of focus.

Prospectus: An introduction to Kingston CCG and our priorities

2013/14



Introduction to Kingston Clinical Commissioning Group

We are pleased to provide Kingston residents with this prospectus, which describes who we are and what we do.

Kingston Clinical Commissioning Group (Kingston CCG) was established on 1 April 2013 to manage the majority of funding available for healthcare for people in Kingston. We took over this role from the primary care trust.

We are made up of the 27 GP practices working across Kingston and we're responsible for a budget of approximately £200 million which we use to secure hospital, mental health and community services. 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 service.

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

NHS England

Since 1 April 2013, some of the funding for local health services has transferred to a new organisation called NHS England. These include primary care services, like GPs, dentists, pharmacists and opticians, and specialist services; for example, transplant and HIV services. At the same time, public health services have transferred to the Kingston Council.



Who is involved?



Kingston CCG is led by local GPs and nurses with the support of a doctor and nurse from outside the area, lay people and an experienced management team.

The CCG is made up of all 27 GP practices in Kingston, and each of these has a representative on the CCG's Council of Members. This body sets the strategic direction for the organisation and is chaired by Dr James Benton, a GP at Canbury Medical Centre, Kingston.

The running of Kingston CCG is overseen by a Governing Body which is chaired by Dr Naz Jivani, a GP at New Malden Health Centre.

The day to day management of Kingston CCG is led by Chief Officer David Smith, who is also Director of Health and Adult Services at Kingston Council.

All governing body members have specific areas of personal responsibility and sit on sub-committees of the governing body.

Dr Naz Jivani	GP, Chair
Prof. David Knowles	Lay member, Governance and Vice Chair
Dr Phil Moore	GP, Deputy Chair - clinical
David Smith	Chief Officer
Neil Ferrelly	Chief Financial Officer
Dr Vince Grippaudo	GP
Dr Naeem Iqbal	GP
De Pete Smith	GP
Dr Junaid Syed	GP
Prof. Mike Chester	Secondary care doctor
Vanessa Lodge	Nurse member
Tonia Michaelides	Chief Operating Officer
Paul Gallagher	Lay member, Audit and finance
Dee Odell-Athill	Lay member, Patient and public engagement
Dr James Benton	Chair, Council of Members (no vote)
Julia Billington	Primary care nurse (no vote)
Dr Jonathan Hildebrand	Director of Public Health (no vote)
Tbc	Healthwatch member (no vote)

Kingston CCG's Mission

- help you stay as healthy as possible
- support you in looking after yourself when you are well and when you are not
- make sure the right services are available if you become unwell, and for those services to be safe, effective and provide the good experience you deserve
- listen to you, involve you and be influenced by you
- work with you to continuously improve:
 - the health and wellbeing of people in Kingston
 - the support that's available to help people look after themselves
 - the quality of local health services
- work with you to reduce inequalities in health across Kingston
- become recognised and respected as the leader of the health care system in Kingston

We also commit to promoting good governance and proper stewardship of public resources in pursuing our goals and to meet our statutory duties.

Kingston CCG's Values

- healthier lives for people in Kingston
- getting the best possible health improvement and health care for people in Kingston
- health services for local people, shaped by local people
- you being able to say, I'm heard, I'm healthier, I'm cared for



**“We value healthier
lives for people in
Kingston”**





The Kingston population and health

The Kingston population is estimated to be just over 160,000, having risen by 7.4% between 2001 and 2011. There are just over 190,000 people registered with Kingston CCG GP practices meaning that a significant number of people living outside the borough use Kingston's GPs.

Since 2001 the population of Kingston has become more ethnically diverse with the proportion of black and minority ethnic groups rising from 15.5% in 2001 to 26.6% in 2011. There are significant Korean and Tamil populations.

Life expectancy for both men and women in Kingston has been increasing year on year. For men it is 81.3 years (England average 78.6) and for women 84.1 years (82.6). Annual births in the borough have increased by nearly 30% between 2001 and 2011, when the total was 2289. The over 65 population is expected to grow by 33% between 2011 and 2021.

Overall Kingston ranks as the third least deprived local authority in London. However this masks pockets of disadvantage within Kingston, where residents experience poorer health and have shorter life expectancy than the majority across the borough.

The increasing elderly population in particular presents challenges for those people themselves, their families and health and social care services. Older people tend to have more complex health needs, so this trend in particular will put pressure on services which has to be taken into account in planning.



Priorities in 2013/14

Kingston CCG receives feedback about health needs and services from local doctors and nurses, and directly from patients through a range of routes. The CCG also works closely with colleagues in the council's public health team who advise and plan for wider population health. The following priorities for 2013/14 have been identified:

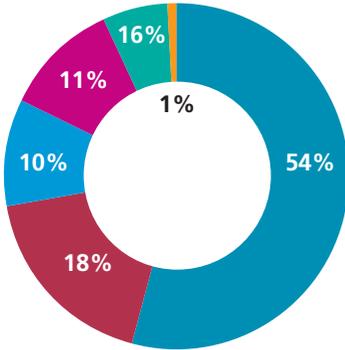
- Improving mental health and substance misuse services, for example through the launch of a new community wellbeing service in April 2013
- Integrating community health (NHS) and social care (Kingston Council) services to remove duplication and makes them easier for patients to access
- Improved medicines management to ensure the most suitable medicines are used; encouraging patients to take their prescribed medicines and reducing waste
- Management of 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

These improvement programmes are in addition to the day to day service provision which accounts for the bulk of the annual expenditure of £200 million.



Finance

In the financial year 2013/14 Kingston CCG will be responsible for a commissioning budget of approximately £201m.



- acute (hospital)
- community services
- mental health
- prescribing
- corporate costs provisions
- mandatory surplus

Care Sector	£m
acute (hospital)	108
community services	37
mental health	20
prescribing	23
corporate costs provisions	11
mandatory surplus	2
Total	201



Financial challenges

With increasing population levels, more older people, and more treatments available there are increasing pressures on the NHS budget. While the overall budget is increasing each year, demand for services outstrips these increases.

Over the next five years the NHS is expected to absorb an estimated 20% increase in demand within current budgets. It is the CCG’s responsibility to try and deliver this locally in co-operation with those who provide health services and others including patients and carers.

Kingston CCG is working with CCGs across South West London to look at hospital services and how we can do things differently. We are also running a number of projects as part of a national Quality, Innovation, Productivity and Prevention programme, referred to as the QIPP Plan. Some examples of local projects are included in the following pages.

The aim is to provide more services in convenient community locations, freeing up specialist hospital services to focus on the more complex cases. Any significant changes to services will involve public consultation so that patient views are taken into account.

Example – Quality of services

Ensuring that services are safe, effective, and that patients have a positive experience is a top CCG priority.

All of the CCG's contracts with providers include quality indicators that are rigorously monitored to ensure services are up to standard.

Clinical quality review groups

We are passionate about making sure the services we commission are safe, of top quality and that we provide as good an experience as possible for anyone using them.

We work hard with the organisations that provide those services in supporting them to deliver the very best.

We also hold them to account so we and you can be assured that you will be well cared for. We do this through a series of monthly groups chaired by GPs where we focus on the safety, quality and experience provided by each organisation. Kingston CCG takes the lead for Kingston Hospital NHS Trust, SW London and St George's Mental Health Trust and Your Healthcare Community Interest Company, the local social enterprise providing a wide range of local community health services.

What is more, we do not simply check on the past, we also agree any actions that are needed to continuously improve the services our population receives.

Patient feedback

Ensuring that patients can give views on services is also a vital part of the process and we have a number of routes to gather this information.

All providers are required to survey patients on the quality of service they are providing, and we take this feedback into account.

In addition, we use a range of other routes to hear patient views. These include our quarterly patient forum, which was established in response to feedback from patients and stakeholders, through networking meetings with patient reference groups in GP practices and through links with voluntary organisations and community groups.



Example – Innovation: Kingston at Home Programme

At Kingston CCG, we want to do things differently and to find innovative solutions to improve health services. We're currently improving the way health and social care services are delivered for adults who need support while recovering from an accident or illness.

At the moment more people than average in Kingston are discharged directly from hospital into residential care, even though we know most people would like to live independently at home for as long as possible.

The new system will see a shift in care to the home environment which will improve services for individuals and provide a more cost-effective approach, integrating provision of health, social care and voluntary sector services. Key elements of the programme, some of which will be going live during 2013/14 include:

- A single point of contact for advice and referral and integrated teams across health and social care
- Packages of up to six weeks of intensive social care support for eligible adults
- Greater use of technology to help people live safely at home e.g. sensors, alarms
- 50% reduction in discharges from hospital into residential care
- More home-based rehabilitation to enable patients to live at home
- Using community beds for short term support to enable patients to achieve independence and return home





**“We’re joining
up services
to support
people to live
independently”**

Example – Productivity: Surbiton Health Centre

Just two years after obtaining planning permission to redevelop the Surbiton Hospital site, the new Surbiton Health Centre opened its doors to patients on 4 March 2013, to provide services for a population of approximately 73,000 residents in Surbiton and south of Kingston borough.

We intend the Surbiton Health Centre to be a focal point for the community both now and for generations to come.

As commissioners we will be using the state of the art facilities to ensure that patients can access as many services as possible in a more convenient location, avoiding the need for a trip to hospital.

The modern purpose-built health centre will provide all of the services previously found at the hospital when it closed in 2011, as well as services from four local GP surgeries, diagnostics, X-ray, ultrasound, minor procedures, psychological therapies and a pharmacy.

The new health centre incorporates the latest advances in modern healthcare, with a simple electronic check-in for patients, and an energy centre providing sustainable energy for both the health centre and a primary school on the same site.

The site is easily accessed by rail, bus, cycle or foot and sustainable travel is encouraged wherever possible. There are also eight charging points for electric cars.





Example – Prevention: Care home support team

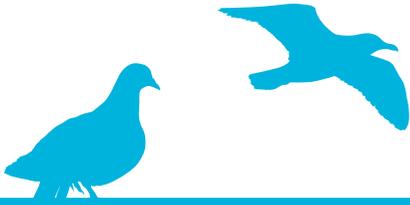
Analysis showed that patients from Kingston care homes had a high rate of unplanned admissions to hospital. Further work demonstrated that with earlier intervention for mild or moderate conditions in care homes, and changes to planning and care management arrangements, a significant number of these admissions could be avoided.

A dedicated nurse-led team was established by Your Healthcare to work with care homes, with access to other health care professionals depending on specific needs. The core team now provides nursing input to patients with

more complex needs, helps the care homes to introduce evidence based policies and processes, and provides training for care home staff.

As a result the number of unplanned admissions to hospital from care homes has decreased significantly and the severity of patients' conditions on admission to hospital has reduced, meaning shorter hospital stays. Joined up working has also improved the quality of care in care homes.

This is a good example of focussed prevention programme that improves results for patients in a cost effective way.



Complaints

If you want to make a comment on a specific 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

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

www.kingstonccg.nhs.uk



Feedback on this prospectus

It is useful to get feedback on our publications so we can improve the way we communicate with you. With this in mind it would be helpful if you could complete and return the following:

This prospectus was informative and contained useful information regarding Kingston CCG

- Strongly agree** **Agree** **Disagree** **Strongly disagree**

This prospectus was written in an accessible way that was easy to understand

- Strongly agree** **Agree** **Disagree** **Strongly disagree**

Please add any suggestions on how we could improve this prospectus in future

Please send your response by email to communications@kingstonccg.nhs.uk or print it out and post it to FREE POST: Free post RTEA-KBHY-CHCS, NHS Kingston CCG, 3rd Floor, Guildhall 1, 2 High Street, Kingston KT1 1EU



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