

Kingston Primary Care Forum
Wednesday 10 April 2019
6.00 – 7.30pm

Kingston and Richmond CCG: Tonia Michaelides (TM), Managing Director; Jo Austin (JA), Patient & Public Engagement Manager; Rachael Swan (RS), Patient and Public Engagement Coordinator

1. Kingston's Health and Care Plan

TM outlined the local health and care plan which is being sponsored by the Kingston Health and Wellbeing Board.

Health and care organisations in Kingston are working more closely together to make services better connected and more joined up. The NHS, council, voluntary sector and healthwatch have come together to look at what's important for health and care in Kingston, what the challenges are and how we can make a difference by working together. Our aspiration for the people of Kingston is that they start well, live well and age well.

Health and care partners held an event at Kingsmeadow in November 2018 attended by local people, frontline health and care staff and representatives from health and care organisations. Our discussions with local people over the last two years, as well as from the event, will feed into a discussion document for our local health and care plan. The discussion document will outline our priorities and how we plan to tackle them together.

During May we'll be asking for feedback from the public as well as speaking to the communities most affected by what is included in the discussion document – for example we'll be working with young people, their parents and teachers on anything proposed around children and young people's mental health.

To support the development of the local plan, health and care partners will be looking to similar priorities around prevention and early intervention that have been published in the NHS England long term plan.

A discussions document will be published at the beginning of May 2019 and the Health and care plan is due for publication later in 2019.

More information on the event can be found [here](#).

Comments and clarifications

How can we feedback on the Local Health and Care Plan?

From early May, we will be asking for feedback on the local health and care plan. People will be asked to feedback in person or via online council consultation portal (we will send you details about this when it is available), by emailing kingstonccg.engage@swlondon.nhs.uk or in writing to Patient and Public Engagement Team, Thames House, 180 High Street, Teddington, TW11 8HU or by phone on 020 3941 9917.

What can the feedback influence?

The partners involved in the health and care plan will consider **all** feedback and adjust the draft plan as appropriate.

How will you know if the plan has been successful?

Within the draft document there are draft “measures of success” so that we can make sure our work is having an impact on people living in Kingston. We hope that the measures of success are clear for people reading the document, though we welcome feedback on that for the final plan.

1.2 NHS Long Term Plan

TM provided an overview on the [NHS Long Term Plan](#) and outlined what it means for primary care, including the implementation of [primary care networks](#).

Comments and clarifications

Should exercise and fitness be included in prevention?

Yes, NHS England are looking at ways to encourage people to exercise more to remain fit and active for longer and prevent long term conditions.

Why is the Long Term Plan recruiting more generalists rather than specialists when locally it's specialists we need?

It is forecast that there the NHS will not be able to function without more GPs entering the profession. Many young doctors are specialising and the pool of specialists is increasing. Improved IT will make it easier for GPs to get specialists opinions and for specialists to share advice across the sector. This is national, not local, policy.

In terms of cancer screenings, more people in Kingston are getting referred to specialists and having tests, but the numbers of people being diagnosed with cancer has not changed significantly. Cancer diagnostics across south west London are of a high standard, though of course, we strive to improve.

What is an Integrated Care System (ICS)?

An integrated care system is where NHS organisations work in partnership with local authorities to improve health and care for their local population.

More information on integrated care systems can be found [here](#).

As an Integrated Care System develops across south west London, what decision making will stay at Borough level?

We haven't made any final decisions about that yet, though we know that there is some work that will have to stay local, such as planning local services and patient and public engagement. We will be clear and transparent about which work will happen centrally, and what will be local.

If people are offered the 'right to access' primary care digitally, what happens to people who can't afford the right technology or prefer not to use it?

This commitment is about giving people more options and more ways to access medical advice and treatments, so people can use technology, but they will still be able to use traditional routes if they choose to.

It is hoped this will reduce pressures on waiting times for appointments and mean that when people do see a GP, it's because they need to.

What are the timescales for developing Primary Care Networks?

The CCG doesn't have a role in the early stages of setting up Primary Care Networks, that is up to the practices themselves.

Primary care networks need to be submitted to the CCG who will then check that there is 100% coverage of the borough by mapping the practices and checking against the community provider (Your Healthcare).

The networks can't be signed off until there is 100% coverage.

The networks are due to 'go live' with an appointed Clinical Director on 1 July.

What is 'social prescribing'

Sometimes people go to the doctor because of non-medical needs. For instance if they are stressed because of money, or they are isolated following a bereavement. In Kingston, we have started to address this using a software package called Connected Kingston and by training Community Connectors who work with the charity Staywell. They will help to 'prescribe' an alternative to medicine – for instance debt advice, or a walking group. It is hoped that this will continue and expand and forms part of NHSE's long term plan.

For more information on social prescribing click [here](#).

For information on Connected Kingston click [here](#).

For information on Macmillan social prescribing click [here](#).

What are personal health budgets?

These allow people to have more independence over their health care services. Rather than being given a service, people will have the option to use the equivalent funding and use it for what they think will help them best.

For more information on personal health budgets click [here](#).

What happens when a GP will only refer me to Kingston Hospital and I'd rather go elsewhere?

Patient choice is a key component of the NHS. If this is your experience, we would advise you to discuss this with your doctor in the first instance and contact the CCG Customer Care team if you are unhappy with the outcome. For information on how to contact Kingston CCGs customer care team click [here](#).

Other comments

The forum raised about the developing housing estates in Kingston and questioned how this may affect NHS services.

It was noted NHS services need to be accessible via public transport. Surbiton Health Centre was given as an example.

Date and time of the next forum is:

Wednesday 12 June 2019 6.00pm-7.30pm
The Guildhall, Committee Room 1, Kingston upon Thames, KT1 1EU

For more information please contact kingstonccg.engage@swlondon.nhs.uk