

Contact us

NHS Kingston Clinical Commissioning Group

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Summary

Annual Report



2018/19

Who we are

NHS Kingston Clinical Commissioning Group (CCG) is a clinically led member organisation. This means the governing body makes decisions with clinical input and leadership from GPs, who use their local knowledge to improve services and focus resources where there is greatest need.

There are 21 GP practices across the Royal Borough of Kingston upon Thames.

Kingston GP practices

- | | | |
|-----------------------------|------------------------------|-------------------------------|
| 1 Canbury Medical Centre | 11 Central Surgery | 21 Sunray Surgery |
| 2 Brunswick Surgery | 12 St Alban's Medical Centre | 22 Claremont Medical Centre |
| 3 The Groves Medical Centre | 13 The Orchard Practice | 23 The Village Surgery |
| 4 Fairhill Medical Practice | 14 Holmwood Corner Surgery | 24 Manor Drive Medical Centre |
| 5 Fairhill Medical Practice | 15 Chessington Park Surgery | 25 West Barnes Surgery |
| 6 Fairhill Medical Practice | 16 Roselawn Surgery | |
| 7 Hook Surgery | 17 Berrylands Surgery | |
| 8 Churchill Medical Centre | 18 Red Lion Road Surgery | |
| 9 Churchill Medical Centre | 19 Kingston Health Centre | |
| 10 Churchill Medical Centre | 20 Langley Medical Practice | |



Welcome from the Chair

We have been working as part of the South West London Alliance with our partners Richmond, Sutton, Merton and Wandsworth CCGs for two years now, sharing expertise and making more efficient use of resources.

We are already seeing the benefits of working together in south west London. One example of this is a new children and young people's mental health programme, funded through a successful South West London Health and Care Partnership bid for an additional £4.3m of funding. You can read more about the programme in this booklet.

The year has been marked by a number of significant events in the life of the national and local NHS.

In July 2018, the NHS turned 70 and we celebrated the occasion with a range of activities with our partners across the borough. On the day itself a group of our staff attended a service in Westminster Abbey in celebration of the NHS's 70th birthday.

Health and care organisations across south west London have formed local (borough) partnerships to develop local health and care plans. The plans identify priority areas for improvement across each borough, particularly in areas where no single organisation can make progress alone like improving mental health, helping to reduce loneliness and helping people to navigate the health and care system. You can read more about the Kingston health and care plan in this booklet.

Following publication of the NHS Long Term Plan in January 2019, CCG governing bodies in south west London are now discussing a potential merger of all six south west London CCGs with the ambition to implement such a change from 1 April 2020. The aim of these developments is to reduce duplication, cut management costs, redirect money to patient care and help alleviate workload pressures to GPs. Meanwhile our GP practices have arranged themselves into five primary care networks.



Dr Naz Jivani,
Chair of
Kingston
Clinical
Commissioning
Group

Some of the CCG's achievements in the year are summarised in this booklet.

Finally, I would like to say a huge thank you to our GP members, staff, our partners, stakeholders, and to all those who have engaged with us during the year.

We are looking forward to working with you all further in the year ahead.

You can read our full annual report on our website www.kingstonccg.nhs.uk/news-and-publications/Publications.htm

Dr Naz Jivani
Chair of Kingston CCG

The Kingston story

The population of Kingston is healthy with the life expectancy for both females and males above the national average. However, the population is ageing and with this comes the challenges of caring for increased numbers of people with ill-health and multiple long-term conditions.

Start well



Live well



Age well

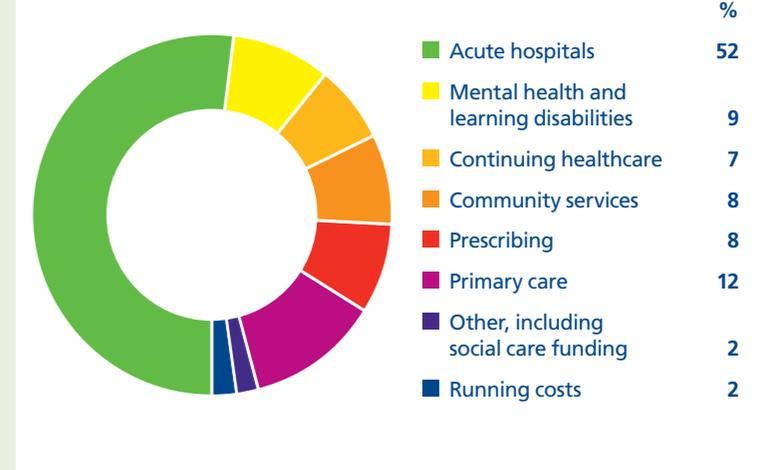


How we spent our money

Kingston CCG spent £266m in 2018/19 for a population of just over 200,000 people registered with GPs in Kingston. This equates to £1,330 per person for the year.

- £138m on acute hospitals
- £25m on mental health services and learning disabilities
- £18m on continuing healthcare
- £22m on community services
- £20m on prescribing
- £27m from delegated budget on primary care, plus a further £6m
- £6m on other local services, including some integrated services as part of the Better Care Fund
- £4m on running costs

Kingston CCG expenditure 2018/19



You can read our full annual report and accounts on the publications page of our website at:

www.kingstonccg.nhs.uk

Working with health and care partners across Kingston borough



Local health and care plan

During 2018/19 health and care partners have continued to develop the Kingston health and care plan. The plan describes our shared actions to address the local health and care challenges we face.

To help shape our plans, we hosted a partnership engagement event in Kingston in November 2018 which brought together health and care staff, local people and representatives from different community organisations to talk about what's important for health and care in the borough.

You can read our health and care plan at www.kingstonccg.nhs.uk



Health and care partners in Kingston

- Local people
- Kingston GP Chambers
- Healthwatch – Kingston Upon Thames
- Kingston Voluntary Action (voluntary and community sector)
- Kingston Hospital NHS Foundation Trust
- Your Healthcare
- NHS Kingston CCG
- Achieving for Children
- Royal Borough of Kingston Upon Thames
- Community pharmacies
- South West London and St George's Mental Health NHS Trust
- Camden and Islington NHS Foundation Trust

Improvements in health services across south west London

Here are some examples of how we worked together across south west London this year to improve healthcare for more people.

Connecting your care

We have been working with partners across south west London to improve care and increase efficiencies, through 'Connecting your Care' – a single and secure system where GPs, hospital doctors, nurses and social workers can access records from other health and care organisations across south west London to help make the best decisions about the care they provide for patients.

A 'whole school approach' to emotional wellbeing

Working with schools and our other partners across south west London we are delivering training and support for children and young people, their families and teachers through a 'whole school approach'. School-based support teams are being piloted in a number of schools across Kingston, led by Tolworth Girls School, with the aim of including all schools in the future.

The project was awarded £1.85m of national 'Trailblazer' funding in December 2018 and an additional £4.3m in July this year to rollout further teams over the next two years. In Kingston the additional funding will mean a bigger team can be put in place across the schools involved and a new team working across further education colleges.

New perinatal mental health service

South West London Health and Care Partnership secured £1.6 million to ensure that more women in south west London have access to specialist mental health teams.

These teams offer psychiatric and psychological assessments and care for women with complex or severe mental health problems during the perinatal period.



Improved health services for local people

Here are some of our achievements for the people of Kingston during 2018/19. To read our full annual report visit this web page on the CCG website www.kingstonccg.nhs.uk/news-and-publications/Publications.htm

Primary care

All CCGs across south west London now offer patients access to primary care services from 8am to 8pm, seven days a week.

We have enabled NHS 111 to book appointments directly into primary care services, making more ways available for patients to book a GP appointment.

Our focus for 2019/2020 will be to continue looking at how technology can transform ways of working; retaining our workforce; and supporting general practices to work collaboratively in larger groups, called primary care networks (PCNs), as set out in the NHS Long Term Plan.

PCNs are a group of GP practices within a geographical area, typically covering a population of 30-50,000 patients. On 1 July 2019, five PCNs were registered in Kingston that cover all of the borough.

Over the coming year PCNs will be supported in developing an expanded primary care team which will include building upon existing social prescribing arrangements in Kingston – Connected Kingston.



Macmillan social prescribing

Macmillan has also funded a social prescribing pilot in Kingston which is now entering its second and final year. The service is for cancer patients and their families and aims to improve the patient experience of living with and beyond cancer.

Special educational needs and disability (SEND) inspection

In September 2018, the Care Quality Commission (CQC) and Ofsted inspected Kingston's Special Educational Needs and Disability (SEND) provision.



As a result of this a three-year SEND transformation plan has been developed led by Achieving for Children that sets out the context, challenges and the actions that need to be taken to improve quality, manage demand and control costs of SEND services.

A Written Statement of Action has been completed in collaboration with all partners outlining the joint actions to be taken to address the concerns arising from the inspection.

Maternity

We have supported professionals involved in the delivery of maternity services to become choice champions to help ensure that women and families are informed on the choices available to them throughout the maternity care pathway.

We have ensured that 20% of women booking in south west London receive care from a known midwife throughout their pregnancy, during and after birth, and we are working towards the national target of 35%. This work will also focus on ensuring that women from black and minority ethnic communities, and women from deprived communities receive these models of care as they have poorer outcomes.

Prescribing changes to over the counter medicines

Following on from NHS England guidance issued in March 2018, Kingston together with all CCGs in south west London, agreed to stop prescriptions for medicines for a number of minor health conditions that can instead be bought 'over the counter', and often at a lower cost than that which would be incurred by the NHS or at a cost less than the prescription charge.

We published our position statement in August 2018, and provided materials to support the implementation of the new guidance to all prescribers within south west London, including GPs, extended hours services, urgent care, A&E departments as well as pharmacies, opticians and dentists. The local council and schools were also informed.

For more information, visit the 'treating minor health conditions (self care)' page on our website.

NHS

Prescribing of over the counter medicines is changing

Your GP, nurse or pharmacist will not generally give you a prescription for certain medicines that are available to buy in a pharmacy or local shops, even if you qualify for free prescriptions. This applies to treatments for minor health conditions.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health conditions and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

Please help the NHS to use resources sensibly.



“My cervical screening was nothing to worry about”

Don't ignore your invite letter. If you missed your last one, **book an appointment with your GP practice now.**



CERVICAL SCREENING SAVES LIVES

Cancer

We are participating in programmes to increase the uptake of bowel screening and cervical cancer screening in the borough. We have seen an additional 1,200 bowel screening kits used and continue to use text reminders for cervical screening.

We have been developing enhanced support for prostate cancer patients in primary care to enable more men to receive the care they need closer to home.

Musculoskeletal

We expanded our single point of triage for patients with musculoskeletal (MSK) conditions, which is helping to ensure that patients are directed to the correct practitioner for their condition more quickly. We also made changes during the year to streamline pain management referrals and are piloting MSK practitioner services in primary care.

This year an additional 700 Kingston referrals were managed through the single point of access.

Kingston iCope service

Kingston iCope offers free, confidential help for problems such as stress, worry, anxiety and depression and insomnia. Referral rates have seen a 33% increase over the year, with self-referrals representing approximately 70% of these.

Additional work has been completed by the service in 2018/19 to further support access for those who find accessing mental health services more difficult such as people from black and minority ethnic communities and older adults.

The service has also made significant progress in developing pathways for people with long-term conditions, for example diabetes.

Specialist personality disorder service in Kingston

In 2018/19, the CCG committed to work with South West London and St George's Mental Health NHS Trust to implement a pilot specialist personality disorders service, with plans for a service in the longer term.

Annual physical health checks for people with serious mental illness

In Kingston, a scheme was introduced to incentivise practices to undertake NICE compliant physical health checks and training was provided to practices. The indications are that Kingston CCG will exceed the 60% target for 2018/19.

Reducing health inequalities for patients with learning disabilities

Working with Mencap and NHS England, we have produced a short film and training for GPs and their teams looking at how they can help to improve the quality of care experienced by people with a learning disability and positively contribute to reducing health inequalities.

End of life care

During the year we worked with Kingston CCG and other local health and care partners including the voluntary sector, patients and carers to develop an end of

life care strategy and have made training on advance care planning available to colleagues in GP practices, community and hospital staff.

“I'm the End of Life Care champion for my team and I'm passionate about it. I love working with patients and families, and it's a real honour to be welcomed into their homes. My aim is to make their transition as comfortable as possible towards the end of their lives.”

– Community nurse

Since this, there has been a six-fold increase in the use of advance care planning, as recorded on the online system 'Coordinate my Care', and this is supporting more people to die in their place of choice and ensure that their personalised urgent care plan is available 24/7 to all those who care for them. This includes the NHS 111 service, GP out of hours and the ambulance service.



Diabetes

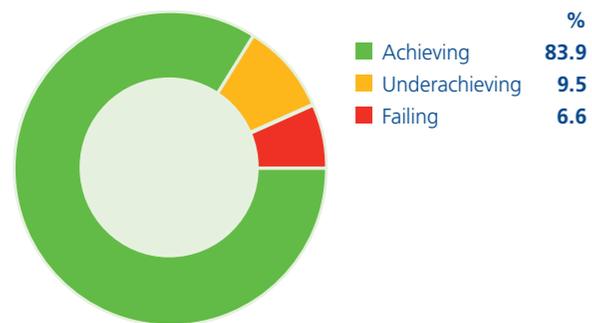
We implemented a Diabetes Book and Learn service (www.diabetesbooking.co.uk) so that people have access to flexible diabetes education courses to suit their personal availability.

We have also increased the number of diabetes hospital inpatient specialist nursing teams and have trained over 20 GP practices in a new approach to joint care and support planning for patients with diabetes.

How did we do against our targets?

During 2018/19, Kingston CCG's performance was measured against a range of indicators contained in the NHS England's CCG improvement and assessment framework (IAF).

Overall performance summary



Our performance – key points

- Accident & emergency – the 95% target was not achieved at Kingston Hospital, but performance did improve on 2017/18 and met the sustainability and transformation fund expectation.
- Cancer – all cancer waiting time targets have been met in 2018/19.
- Referral to treatment – the national 18 weeks waiting time target was met in 2018/19. In addition, 99.3% of people were seen within 6 weeks for a diagnostic test.
- For those people requiring psychological therapies, access, recovery and waiting times targets were achieved in 2018/19.
- The monthly Friends and Family Test surveys show excellent outcomes reported for inpatients, outpatients, community care, A&E and maternity services.
- More patients were discharged from hospital quicker, with 700 fewer bed days lost to delayed transfers of care when compared with 2017/18.

Your pharmacy team can help you with minor health concerns



We're healthcare experts who can give you clinical advice for minor illnesses such as coughs, colds and tummy troubles, right there and then. And if symptoms suggest it's more serious, we'll ensure you get the help you need.

We're here to help you and your family stay well.

STAYWELL

nhs.uk/staywellpharmacy

Prameet Shah,
Community Pharmacist



How to get involved in our work

There are lots of ways you can get involved in shaping health services in Kingston.

Online

Follow us on Twitter at [@KingstonCCG](#)

Tell us what you think about health services or ask a question by completing a feedback form on our website www.kingstonccg.nhs.uk/have-your-say/advice-and-complaints.htm

Join our mailing list by emailing: kingstonccg.engage@swlondon.nhs.uk

Face-to-face

Come along to one of our meetings or join a group:

- Governing body meetings, primary care committee meetings and our annual general meeting take place in public. Dates and times are published on our website and communicated through social media.
- Speak with your GP practice manager about how to join their patient participation group.

Patient and public voice in governance

Patient and public representatives take part in our decision making to enable a range of views to be included. This includes the appointment of lay members to the governing body and sub-committees.

Healthwatch Kingston is also a member of our governing body, primary care commissioning committee and other committees.

Using your feedback

We use your feedback to change how we do things. For examples of what we have done visit the You Said, We Did page on our website www.kingstonccg.nhs.uk/have-your-say/you-said-we-did.htm

Green rating for patient and public involvement

Kingston CCG has been rated green (good) for patient and public involvement against NHS England's new patient and public engagement indicator.

Worried you have an urgent medical concern? CALL 111



Our fully trained advisors will help you get the right medical attention when you urgently need it, 24 hours a day, and can put you through to healthcare professionals.

