

Commissioning Intentions

Paul Sinden, Director of Commissioning

Engagement this year

- A wide variety of engagement looking at services we commission including:
 - Anti-coagulation service
 - NHS 111 and Out of Hours
 - Last Years of Life
 - Mental Health Services

The CCG has also spoken with different groups to find out their experiences of accessing services. This has included:

- Refugee and Migrant communities
- Carers

Things that have been raised

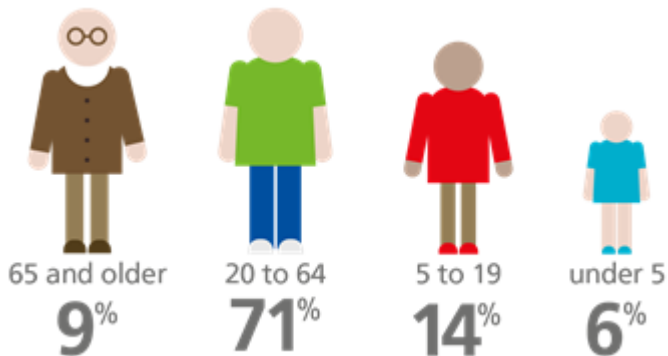
- Information
- Dental care
- Transport to and from hospital (particularly for vulnerable patients)
- Advocacy or help accessing services for mental health and refugee and migrant communities
- Interpreting for groups that need this service
- Transition between child to adult, and if a person had to use multiple services.
- Making a complaint to services was seen as an area where there are significant barriers.
- Pharmacies were seen as a key community hub for accessing health services.
- Self management was seen as a crucial issue that overlapped a lot of the other highlighted points.
- Mental health and wellbeing was a key area of concern.
- Support for carers was seen as an area of high need.

How have these been addressed so far

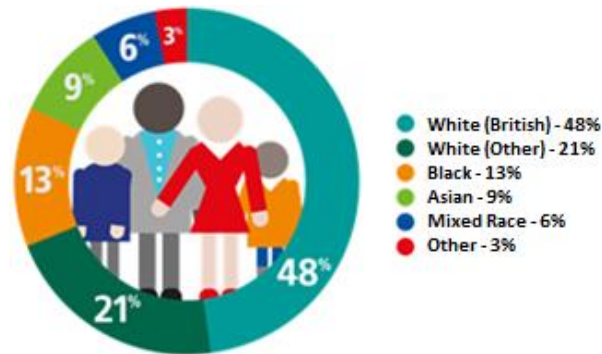
- Integrated Care Programme:
 - Multi Disciplinary Team Working
- The CCG commissioned complaints research work that was carried out with HealthWatch and has gathered further insight on these issues. Over the next the year they will be addressing these issues with Trusts
- Transport has been picked up within the contract quality review groups and by the Last Year's of Life service user group. These have been shared with providers who are currently in the process of responding and actioning.
- Mental health in primary care.
- Roll out of healthy living pharmacies
- Further work on access to interpreting services within primary care
- Using the feedback to plan the contracting round for 15/16.

Our community

Breakdown of ages



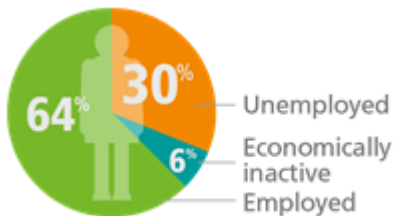
Breakdown of ethnic backgrounds



Registered with a GP: 228,000

Resident population:
224,600

Resident population by
2025:
246,500



64% of 16- to 74-year-olds are employed



8,600 single-parent households



6,000 people live in shared accommodation

Challenges



Population

most densely populated UK borough and the 5th most deprived in London



Children's health

13,000 children (34.5%) living in low income families



Mental health and wellbeing

highest level of psychosis in England



Long-term conditions

high level of long-term conditions (such as diabetes) that will need a different kind of care over 10 years

Achievements



Earlier diagnosis and treatment of cancer

GPs referred 9% more people to our clinics than last year, giving about 500 people a better chance of recovery.



More GP appointments

A total of 65 extra hours a week.



People seen or treated more quickly

More patients see a consultant within 18 weeks of being referred to hospital.

Achievements



People with less serious conditions treated more quickly

Last year 8,000 people were treated by Whittington Health's ambulatory care service. This is better for patients and eases the pressure on emergency services.



Better care for people with mental ill health

doctors and mental-health professionals work together closely, while our new specialist service means fewer people need to stay in hospital.



Better care for people with diabetes

Everyone looking after patients works together on a personal care plan, so patients only have to tell their story once.

Achievements



Help for people with long term mental ill health

The Hillside Clubhouse 're-ablement' service helps people with long-term mental ill health to return to work.

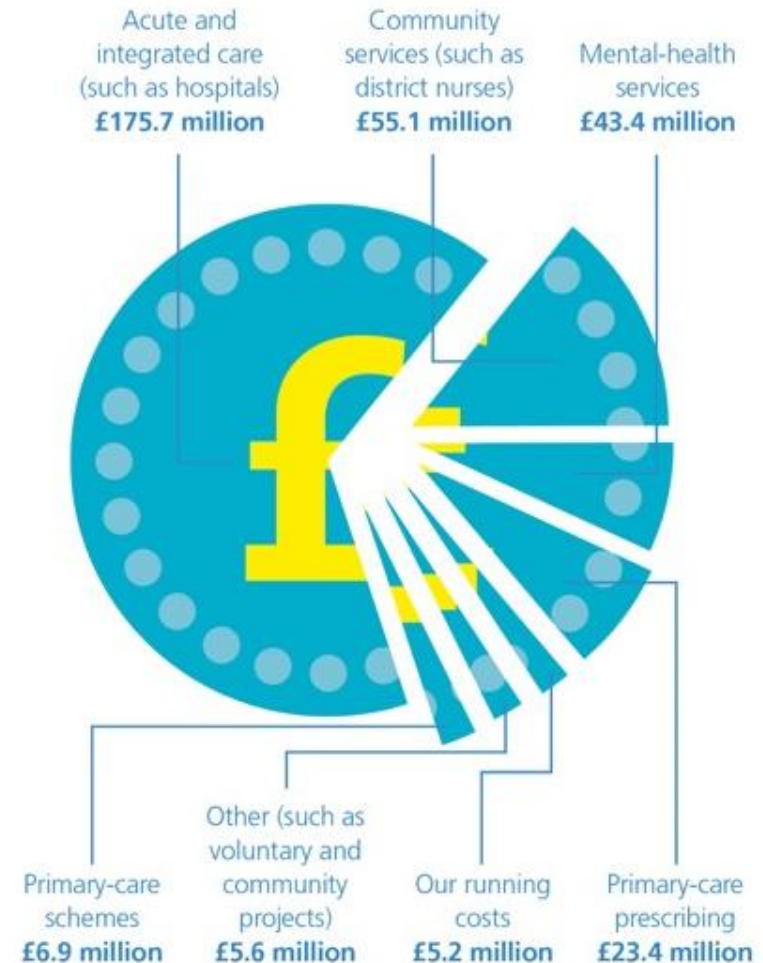


More personal co-ordinated care

Our team of health navigators help people find out about things like housing, social care and writing a will.

Where the money goes

In 2014/2015 we spent a total of £315.3 million and **met all our financial targets**



Our plans for 2015/16



engaging with our local population about Islington's health priorities, and providing information about appropriate access to care, including self-care



supporting local GPs in launching **iHubs** with funding from the Prime Minister's Challenge Fund

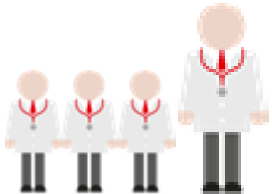


continuing our work on **integrating care with our partners** - children's health, long term conditions, mental health and wellbeing

Our plans for 2015/16



developing Islington's **health and social care workforce** through our Community Education Provider Network

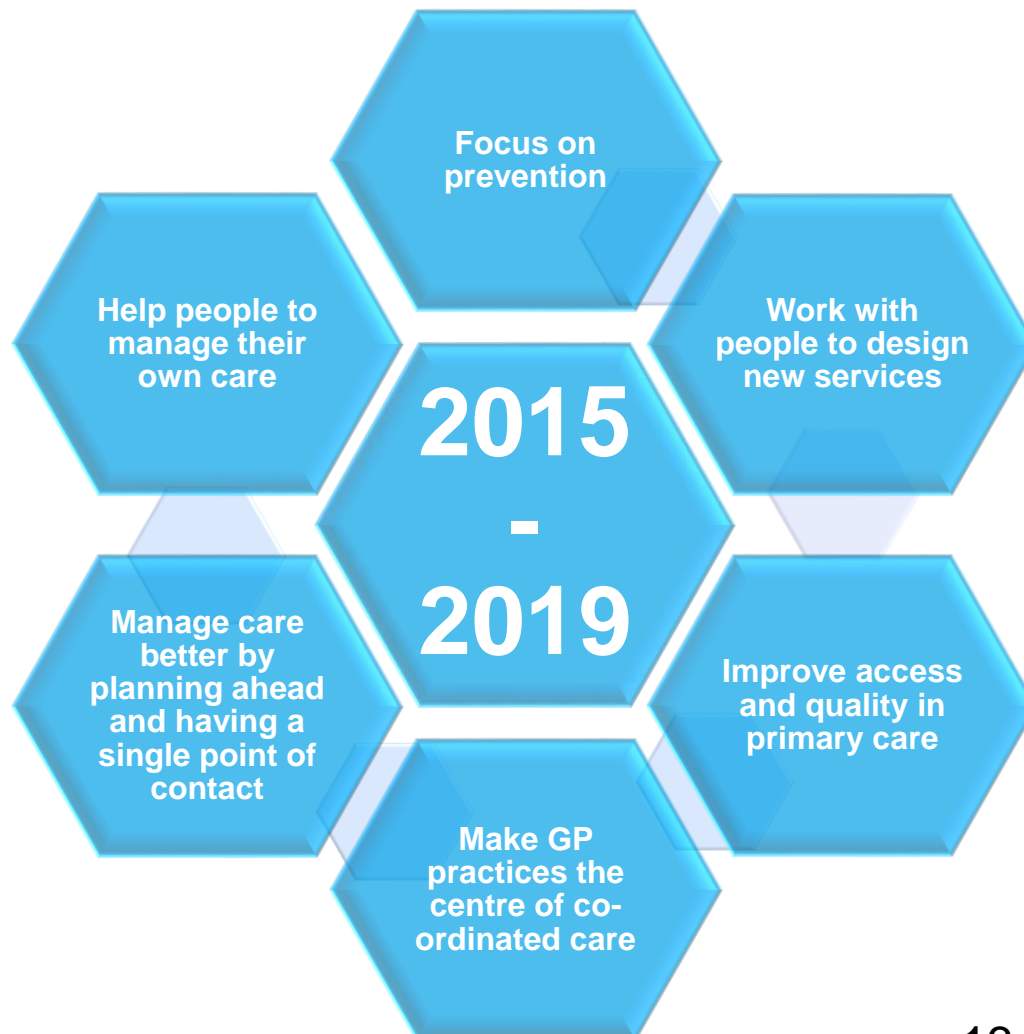


building **clinical leadership** with insight from Islington's GPs to drive commissioning in partnership with patients and service users



working across north central London to **jointly commission** general practice to improve the quality of services and care for local people

Over the next five years



Questions

Overall services:

- What do you think our priorities should be for next year (2016/17)?
- Have you had a really good experience of a service – where and why?
- Have you had a really bad experience of a health service – where and why?
- What services do you like?
- What are you concerned about when you think about taking care of your health?
 - Prompts
 - Accessing services
 - Looking after your health
 - Treatment in services?
 - Lack of support.

Questions

Planned care:

- Do you think you have had hospital appointments which could have been in a community or GP setting?
- Would you prefer some of the things you go to hospital for – to go to somewhere nearer your home and community?

Primary care:

- Would you attend a GP appointment which was offered outside of the current GP opening hours but would not be at your practice?
- Are there times you would prefer a telephone conversation or email rather than appointment?