



Canterbury and Coastal  
Clinical Commissioning Group



*NHS Canterbury and Coastal CCG*

# Annual Report Summary

2016/17

# A year of transformation and integration



This has been a landmark year for many reasons as we work to transform our local NHS and make it fit for the challenges we all face in the future.

The background for this work is set out in the Kent and Medway Case for Change, which identifies that our current services will not be sustainable as our population grows, and more people live with long-term conditions.

The Case for Change also identifies that we need to increase opportunities to improve health and wellbeing, prevent illness and support people to manage existing conditions and to stay independent.

We, together with other commissioners, local authorities and service providers across Kent and Medway have worked together to publish the Kent and Medway Sustainability and Transformation Plan (STP) and case for change.

These documents set the foundations for the years ahead: much of this work is described in our 2017-19 annual operation plan, and sees increased emphasis on providing care more locally,

within the community or through your GP rather than making a referral to an acute hospital if this isn't necessary.

We cannot plan for the future in isolation and have been engaging with our communities and stakeholders for their input which will influence our future plans.

Much of our work emphasises the importance of early intervention and support, and the integration of services around patients and carers. This can be seen in our procurements, such as the new eating disorders service and the east Kent integrated urgent care service. In addition, we continue to work with all our providers to make sure they are providing a quality service for our patients.

We are confident that by improving integration, increasing partnership working and developing closer relationships with our communities we can ensure a more sustainable local NHS where patients have access to the right care, in the right place.

Simon Dunn  
**Clinical Chair**

Simon Perks  
**Accountable Officer**

The full annual report and accounts are available on our website  
[www.canterburycoastalccg.nhs.uk](http://www.canterburycoastalccg.nhs.uk)

## What is a CCG?

The CCG is a membership organisation made up of the GP practices in the Canterbury and Coastal area. The CCG is responsible for the planning and funding of NHS health services for the people of Canterbury, Faversham, Herne Bay, Whitstable, Sandwich, Ash and surrounding rural areas. 2016/17 represented the fourth year in which the CCG was an authorised, statutory, commissioning body.



## Meeting constitutional standards

The NHS strives to meet a number of national standards for how long patients should wait for treatment and diagnosis.

We continue to work with our providers to support them to achieve the NHS constitutional standards. Many of these standards have been met, but there are still examples of patients having to wait longer for planned hospital treatment than we would like, and there have been ongoing difficulties meeting the four-hour target for patients arriving in A&E to be admitted, discharged or transferred.

It is clear that we need to change the way we work to improve care and get better value for the money we have available.

As our population grows, and more people live with long-term conditions, the demands on our services are changing and increasing.

Services are not necessarily designed for today's or future needs, and it is becoming harder to keep up with rising costs. That is why we are working together with our partners in health and social care to transform the way the NHS works.



**The CCG has a total income of £297.256 million to provide services to 221,995 patients.**

# Local care in action

We are able to provide more care, closer to home by working together with other organisations.

We have made good progress, with an increase in local services through projects including: Age UK Living Well, the vanguard and a new urgent care service for Herne Bay.



**Herne Bay GPs have opened a minor injuries unit** in the town. This is the first phase of an **integrated urgent care service** at the Queen Victoria Memorial Hospital. The next phase will see practice and community nurses working together to provide wound care and catheter clinics.

Thanks to a groundbreaking **NHS and Age UK project**, more than 200 older people have been able to remain independent and avoid an emergency trip to hospital. The Living Well programme is commissioned by the CCG to help people aged over 65 who have a long-term health condition and might benefit from additional support to stay healthy.

We have also been pushing ahead with the **Encompass multispecialty community provider vanguard**. The multidisciplinary teams (of all relevant professionals working together) are fully operational in all five Community Hub Operating Centres (CHOCs). A CHOC is a space where care can be coordinated by a group of health and social care professionals to make sure the entire needs of a patient are looked at.

By working in partnership with other CCGs in Kent and colleagues in Kent County Council's public health team, we have procured two new services – an all-age eating disorders service and an innovative children and young people's mental health service. Starting in September, these will provide improved continuity of care and earlier support.

## How to get involved

People can get involved with helping the CCG shape health services by joining the health network.

Details of how to join the network are available on our website:

**[www.canterburycoastalccg.nhs.uk](http://www.canterburycoastalccg.nhs.uk)**, or you can call us on **03000 425 019**.

You can also find out more by coming along to our governing body meetings that are held in public every other month. Dates, venues and agenda are also available on our website.

An increase in **community based mental health support** is helping to ensure that we meet national targets on Improving Access to Psychological Therapies (IAPT) of 75 per cent of patients receiving treatment within six weeks and 95 per cent within 18 weeks. Access to support for depression is a priority for our CCG and at a joint clinical event recently it was agreed to explore the need for further community based support.



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