Registering with your GP

Whether you feel ill or not it is essential that you register with a GP local to you. Registering is easy and means you have access to a doctor 24 hours a day, 365 days a year.

If you need help finding your nearest GP practice, call NHS England on 0300 311 2233 or go to www.nhs.uk

Use the right service

Please use the right service when you are ill. Only visit Accident and Emergency in a critical or life-threatening situation.

Self-care
You can treat some minor conditions such as coughs and colds at home. Keep a well-stocked medicine cabinet.

Pharmacist
See your local pharmacist for professional health advice on a range of common conditions. Find your nearest pharmacy at www.nhs.uk

GP
Your GP provides general medical advice on a range of conditions and can also refer you to more specialist services if this is needed. Many GP surgeries open longer hours. If your surgery is closed, call 111 for out of hours advice.

Urgent Care
If you have an urgent and severe but non-life threatening illness or injury then go to an urgent care centre. There are two in Bromley:

- **Beckenham Beacon**
  379 Croydon Road, BR3 3QL

- **Princess Royal University Hospital**
  Farnborough Common, Orpington, BR6 8ND

A&E
For critical or life-threatening situations:

- **Princess Royal University Hospital**
  Farnborough Common, Orpington, BR6 8ND

Contact us

**NHS Bromley Clinical Commissioning Group**
Beckenham Beacon, 379 Croydon Road, Beckenham, BR3 3QL

Telephone 01689 866544
Email info@bromleyccg.nhs.uk

Follow us on Twitter @NHSBromley_CCG

www.bromleyccg.nhs.uk

Improving health in Bromley
A review of our progress 2013/14

helping the people of Bromley live longer, healthier, happier lives
NHS Bromley Clinical Commissioning Group (CCG) was set up on 1 April 2013, as a result of changes to the NHS.

These changes put GPs and other clinicians in charge of making decisions about health services for their local population. Bromley CCG is a membership organisation made up of the GP practices in Bromley.

Who we are

Welcome

Welcome to the review of our first year as a clinical commissioning group (CCG).

Through our engagement with patients and the public this year, we have gained valuable information about our local community and their health needs. We have combined this with our own clinical experience as GPs, and have been able to make improvements in health services.

Over recent years, we have seen many improvements in health, both from preventive measures and from advances in clinical practice. These include significant reductions in death rates from coronary heart disease and cancer and better pathways of care which get people to the right services quickly and effectively.

As a CCG, we have built on these successes, and the last year or two has seen some big improvements in services in the community with, for example, quicker healing times for leg ulcers and improved access to gynaecology, musculo-skeletal and dermatology specialists.

People in Bromley are now living longer, although many will have one or more long-term conditions. As our population increases, the demand for health services rises. Our challenge is to meet these demands and deliver improvements with the money we have available to us.

We will continue to work with our partners and local community to build on what has already been achieved, in order to realise our vision for better health, better care and better value for Bromley.

Dr Andrew Parson
Clinical Chair
What we do

We serve an estimated (2014) population of 320,057 which is continuing to increase. We are responsible for planning, monitoring and buying (commissioning) many of the health services you will use as a Bromley resident. These include:

- **Hospital services**
  (such as outpatients, specialist tests and operations)

- **Most community health services**
  (such as district nurses and community paediatricians)

- **Rehabilitation services**
  (helping people get well after an illness or injury)

- **Urgent and emergency care**

- **Mental health**

- **Continuing care**
  Services to support people with fully funded NHS continuing healthcare (such as people with learning disabilities or who are physically frail)

This means we are starting to improve health by:

- Making sure health services in Bromley are high quality, safe and easily accessible to patients.

- Working with our local community to plan and improve services.

- Having good working relationships with the people who deliver your care and other organisations responsible for local services.

- Making the most effective use of the money we have been given.

Other health services such as GPs, pharmacies, dentists, opticians and some specialist health services are commissioned by NHS England. Visit [www.england.nhs.uk](http://www.england.nhs.uk) for more information.

Decisions about what we do are made by our Governing Body which is made up of six Bromley GPs, a nurse, hospital doctor, four CCG senior managers and three members of the public. Our non-voting members include officers and councillors from Bromley Council and Healthwatch. You can find out more about our Governing Body and their meetings held in public on our website [www.bromleyccg.nhs.uk](http://www.bromleyccg.nhs.uk) or call our main office on 01689 866544.

Do you have a question for the CCG?

Why not come along to our public forum held an hour before each Governing Body meeting. Everyone is welcome.
Our vision

Our aim is for Bromley residents to live longer, healthier and happier lives. We work to make sure that all our residents receive high quality, safe and accessible health services and that, over time, we narrow the gap in life expectancy between the richest and poorest people.

Better Health
Wherever you live in Bromley, we ensure you can use healthcare services that support you to understand and manage your health conditions, and adopt a healthier lifestyle.

Better Care
We are changing how services are delivered so that they are joined up and more focussed on your needs.

Better Value
Using NHS money wisely is very important. We make the most from the funding available by delivering services such as blood testing and physiotherapy through general practice and clinics in the community wherever possible.

The challenges we face

- Bromley has more residents over 65 than any other London borough. More babies are also being born. Older people and children are higher uses of health and social care services.
- It is estimated that our population of 320,057 will rise to 343,362 in the next ten years which will increase demand on services.

- People are living longer in Bromley, and often with one or more long term conditions.
- Health is improving but the main causes of death are still circulatory disease, cancer and respiratory disease.
- Around 22% of Bromley residents are obese which can lead to a number of health problems including more people with Type 2 diabetes.
- In 2014 it was estimated that 4,205 people were living with dementia. This is expected to rise to 6,151 by 2030.
- Around 16% of residents have a mild to moderate mental illness.

- Improvements in medicines and treatments are good news but advances in healthcare cost more.
- The money we receive is not keeping pace with the increased demands on services, so we have to make sure it is spent wisely.

- Most services in Bromley provide high quality care, but we need to make sure this is the same for all of them, for all of the time.
Last year, we received £366m from the Department of Health to spend on patient care in hospitals and in the community, on prescribing and other services.

Our money is spent in the following ways:

### How we spend your money

#### Annual spend 2013/14

<table>
<thead>
<tr>
<th>Services</th>
<th>Spend 2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Hospital Services</td>
<td>£212m</td>
</tr>
<tr>
<td>Community Mental Health</td>
<td>£40m</td>
</tr>
<tr>
<td>Community Health</td>
<td>£36m</td>
</tr>
<tr>
<td>Community Continuing Care</td>
<td>£13m</td>
</tr>
<tr>
<td>Primary Care Prescribing</td>
<td>£42m</td>
</tr>
<tr>
<td>Primary Care Other</td>
<td>£5m</td>
</tr>
<tr>
<td>Running costs</td>
<td>£8m</td>
</tr>
<tr>
<td>Other</td>
<td>£10m</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£366m</strong></td>
</tr>
</tbody>
</table>

### Working together

We believe that health in Bromley can only be improved through effective and close working with patients, residents, GP members, clinicians, healthcare providers, the London Borough of Bromley, Healthwatch Bromley, the voluntary sector, local communities and others, in order to design services for the future. We also work with other CCGs in south east London, in particular on our joint plans to improve health and the quality of services across south east London.

#### Health and Wellbeing Board

We are part of the Bromley Health and Wellbeing Board (HWB) which brings together organisations across Bromley to share expertise and local knowledge to create better health and wellbeing for Bromley residents. The Bromley HWB has developed a Health and Wellbeing Strategy which sets out the plans to reduce health inequalities and improve health across Bromley. This is available at [www.bromley.gov.uk](http://www.bromley.gov.uk).

#### London Borough of Bromley

We work closely with Bromley Council, in particular on our plans to join up services. Our aim is to enable more people to stay longer in their own homes, avoid being admitted to hospital and be much more involved in their care.

#### Public Health

We work with the Public Health team in Bromley Council to identify and understand the current and future health and wellbeing needs of our residents so that we can use these in our plans. We also work together to deliver the joint priorities set out in the Health and Wellbeing Strategy.

#### Bromley Healthwatch

We work with Bromley Healthwatch which is the independent champion of local people working to improve health and social care services.

#### Voluntary and community groups

We work with these groups to seek the views of the wider community, including those who are seldom heard so that they can inform our plans.

---

Helping the people of Bromley live longer, healthier, happier lives
Working with patients and the public

We involve local people in our plans in a number of ways. One of these is through our patient advisory group (PAG) which all local people are welcome to join.

Louis Levy, a Bromley resident, is a member. “Being part of the PAG gives me an opportunity to influence decisions that affect me, my family, friends, neighbours and others. Putting something back into the community is important to me and I can use my own experiences to help influence how our local health services are provided.

“I have been involved in a few areas of PAG work – ranging from commenting on information leaflets to taking part in discussions about the future of the Urgent Care Centre at the Beckenham Beacon which has included contributing to the evaluation of bids from prospective service providers.

“I would encourage anyone who wants to get involved in shaping the local services we want in Bromley, to get involved in the PAG. You can choose how involved you want to be, depending on how much time you have to offer. I have found it interesting to hear concerns, share views about Bromley services with other local residents, meet passionate individuals and influence the CCG. Why not give it a try yourself?”

If you would like to join our PAG, please email patient.query@bromleyccg.nhs.uk, or call 01689 866 643

Our progress

Here are some of the improvements that have been made over the last year. You can read about many more in our 2013/14 Annual report which is on our website.

■ If your GP has referred you to a cardiologist, there is a new multi-disciplinary cardiology clinic available at the Beckenham Beacon.

■ Warfarin patients can get flexible, faster and more efficient appointments for blood tests from nine Boots stores across Bromley.

■ Patients with diabetes will have more joined-up care as part of a new diabetes service which is being introduced and delivered by specially trained doctors and nurses in your general practice. The local teams are supported by specialist nurses from Bromley Healthcare and consultant teams from King’s College Hospital NHS Foundation Trust.

■ If you have an illness or injury, such as a stroke, and need more help getting back on your feet you can now benefit from improved local rehabilitation services.

■ Our most vulnerable patients receive better support because of closer working by community health teams and GP practices.

■ You can more easily access urgent and out-of-hours care using the new NHS 111 telephone service and a 24-hour urgent care service at the Princess Royal University Hospital (PRUH).

■ People take charge of their own complex healthcare needs through self-management training, a falls and fractures prevention service and urinary tract infection training for carers.

■ For people experiencing anxiety and depression and other mental ill-health there is more support available.

We also have a strong approach to equality and diversity which is an important part of our work to reduce health inequalities. All new policies and strategies undergo an equality impact assessment which looks at the likely or actual effects on people who use local health services.
We have worked with the public, clinicians and partners to identify what we need to do in the future to deliver better health, better care and better value in Bromley and build on the work we have done so far. You can read about these future plans in our Integrated Plan for 2014-2019 which is on our website.

**Our aims:**
- Prevent people from dying prematurely.
- Make sure people with long term conditions get the best possible quality of life.
- Help patients to recover quickly and successfully from ill health or injury.
- Provide patients with a great experience of all their care.
- Make sure patients in our care are kept safe and protected from avoidable harm.

Over the next year, we plan to focus our efforts on:
- Integrating care - health and social care working together to provide co-ordinated and person-centred care for people with complex needs.
- Transforming mental health services for adults and young people so that more are treated and cared for close to home in community settings.
- Moving more non-emergency services out of hospital and into the community, where it is safe to do so.

South East London
We are also working with the other Clinical Commissioning Groups (CCGs) in south east London (Bexley, Greenwich, Lambeth, Lewisham and Southwark) and other partners on a five year commissioning strategy. By working together, we are more likely to be successful at tackling the health issues that affect all our populations.
You said we did

Our plans are influenced by what patients and the public tell us. Over the last year we have worked with local people on a range of service developments. Here are some examples:

- **Patients and carers have told us that they would like improved access to advice and information to help them have more control and better manage their own health and wellbeing.** We have produced guidance for parents of 0-4 year olds and are developing some for older people, and have produced resource packs for specially trained staff in GP practices to help them to direct patients to sources of advice and support. We are now working closely with our local authority and voluntary sector colleagues to promote self-management and empower local people.

- **Talking to patients about the health services available to them is also an important part of our on-going work to keep people out of hospital wherever possible and provide more treatment closer to home.**

- **We monitor feedback received by our local healthcare providers in order to review the quality and safety of local services.** We also work closely with Healthwatch Bromley so that any views they receive from patients and the public is fed into our quality assurance processes.

- **Carers have fed back that more support should be offered to make sure their voices are heard when developing local services.** Together with Bromley Council we have developed a plan for supporting carers which includes building relationships with local carers forums.

- **Patients told us they would be happy to have more of their diabetes care provided by GPs and nurses if they were given the specialist support and training to provide the level of care needed.** A new integrated service model for diabetes has been introduced into some Bromley practices. It provides specialist training for practice staff and is over-hauling care for people with diabetes. It will be available across Bromley by 2015.

- **Young people, through Bromley Youth Council, told us they want it to be easier to access health services, for better information to be available and to know how to find it.** We reviewed our website with children and young people in mind and are recruiting more young people onto our patient advisory group.

- **Patients told us that they needed more help with their medicines and how to use them so we ran a medicines management campaign telling people about the help available at their local pharmacy.**

- **We have involved members of the public in our service development work, including the commissioning of a new urgent care service at Beckenham Beacon and awarding a new contract for the musculo-skeletal physiotherapy service. This has included being involved in the planning and the decisions on future providers for these services.**