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OUR YEAR IN BROMLEY 2018/19





Our Year in Bromley describes our work over the last year to deliver safe, effective and sustainable health services for our residents. You can read examples of the improvements we are making as well as the challenges we continue to face.

The publication of the NHS Long Term plan in January 2019 aims to make the NHS fit for the future and enable services to work in a more joined up way to provide better outcomes for patients. In Bromley we have been focused for some time on providing more care out of hospital from multi-disciplinary teams that are working closely together to provide proactive and personalised care for patients.

One Bromley, our integrated care partnership, aims to deliver the joined up care that patients need. Many are already seeing the benefits, for example over 3,000 patients have been referred onto our proactive care pathway, which provides

an assessment and personalised package of care to keep well and out of hospital. The new Bromley @home service helps to avoid hospital admissions and support patients who are well enough to be discharged from hospital. By the end of March, 256 patients have been seen with only 2% admitted to hospital.

This year we were once again rated as 'good' in the annual national Improvement and Assessment Framework. This rating, together with an 'outstanding' rating for public and patient participation, illustrates the impact of us working collaboratively together with partners and the public to improve care for Bromley residents.

As we look ahead to another year of delivering health care to Bromley residents, our thanks go to our patients, staff, GP member practices, providers and partners across health, social care and the voluntary sector for their contributions towards improving healthcare for people in Bromley.

Dr Andrew Parson
Clinical Chair

WHO WE ARE AND WHAT WE DO

NHS Bromley Clinical Commissioning Group is a clinical membership organisation made up of all the GP practices in Bromley. We work with our population and other partners to improve local health and to plan, purchase and monitor (commission) most local health services. We serve a rising population of 330,900 and manage an annual budget of around £505 million.

We aim 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.

We commission the following services for our local population:

- GP general medical services
- Hospital services
- Rehabilitation
- Urgent and emergency care
- Mental health
- Enhanced services in primary care
- Most community health services (such as district nursing, specialist child health, therapy services and care for older people)
- Services to support people with fully funded NHS continuing healthcare



"THE CCG ALWAYS MAKE SURE YOU HAVE THE TOOLS AND RESOURCES TO HELP SHAPE SERVICES AND SHARE EXPERIENCES"

PATIENT ADVISORY GROUP MEMBER

ONE BROMLEY

WORKING TOGETHER TO IMPROVE HEALTH AND CARE IN BROMLEY

ONE BROMLEY brings together these organisations:

- King's College Hospital NHS Foundation Trust
- Oxleas NHS Foundation Trust
- Bromley Healthcare
- Bromley GP Alliance
- St Christopher's
- Bromley Council
- Bromley Third Sector Enterprise
- Bromley CCG

to more formally join forces and deliver seamless, personalised and joined up care for individuals. It is about improving outcomes, independence and quality of life for the people of Bromley.



ONE BROMLEY

Working together in a more joined up way enables us to focus absolutely on meeting the needs of patients, rather than patients having to move from one part of the health and care system to another to get everything they need.

Why do this?

- Improve health and care services which meet the needs of individuals.
- Empower people to take better care of their own health and reduce their dependency on services.
- Provide support from health and care professionals that act as one team and work for organisations that behave as one system.
- Improve performance of local services.
- Reduce duplication and enable more people to be cared for in the community.



The NHS Long Term Plan, published in January 2019, sets out an ambition for services to be working closely together to provide joined up care for patients. Bromley is already making great progress in this area and the benefits are being felt by many people.

Find out more about One Bromley and the improvements being put in place at www.bromleyccg.nhs.uk/one-bromley

IMPROVING HEALTH AND WELLBEING

Our priority is our patients and improving health services in Bromley to meet all their needs. As clinical commissioners, we understand what our patients need and can bring this perspective to shape the commissioning and delivery of healthcare. Our Vision is to *help the people of Bromley live longer, healthier, happier lives* through:

Better health:

Help people live longer, healthier lives and support them to manage their own conditions and take care of their health.

Better care:

Provide the right care in the right place, at the right time by the right person.

Better value:

Use NHS money wisely and invest in sustainable, effective and efficient services.

Our values support delivery of our vision and run through everything that we do:

- We prioritise patients in very decision we make
- We listen and learn
- We are open and transparent
- We are evidence based
- We are inclusive
- We strive for improvements

We ensure that local health services are high quality, safe and easily accessible to patients; we work with our local community to plan and improve services; we have good working relationships with people who deliver care and other organisations responsible for services in Bromley, and make the best use of the money we have been given.



HIGHLIGHTS OF OUR YEAR



1 Care home managers and extra care housing staff were trained how to use the new Red Bag scheme. The red bag holds critical information about care home residents so that this information follows them if they have to be admitted to hospital.



2 Free Wi-Fi for patients was installed in all Bromley GP practices. This is another important step in delivering digital improvements in local services.



“PATIENTS CAN USE GP WI-FI IF THEY WANT TO ACCESS THEIR GP RECORD ONLINE WHILST IN THEIR CONSULTATION”

AGEING WELL IN BROMLEY

1 Members of our patient advisory group join us at a workshop to shape plans for a new joint Ageing Well Strategy with Bromley Council. The strategy considers the future population of Bromley and the type of support that will need to be in place to enable people to live as independently as possible. It will be launched in 2019.

2 We promote ‘Talk together Bromley’ as part of Mental Health Awareness Week. The service offers free talking therapies and specialist support to help mood, deal with stress, and better manage anxiety.





1 As part of national Men's Health Week, we remind male residents to get advice and support if they develop any symptoms that could point to diabetes. Bromley has higher than average levels of diabetes.



2 Staff and patients are encouraged to celebrate the 70th birthday of the NHS by giving blood, joining the organ donor register and getting involved in park runs and other initiatives

3 Following the appointment of an additional hospital consultant, pregnant women with diabetes have swift access to support for their condition. Waiting times in the clinics have reduced and information on how to manage their condition during pregnancy has improved.



1 We keep our 'good' rating in the annual CCG Improvement Assessment Framework for 2017/18 and get an outstanding rating for engaging the public and patients in our work. These results are available at www.mynhs.uk

2 At our Annual General Meeting, members of the public join us to review our achievements and to look ahead at our priorities for the next year.



3 After a successful pilot in Bromley, 25 GP Practices are now providing GP online consultations. This enables registered patients to seek non-urgent medical advice from their practice, with patients usually receiving a response within 48 hours.



4 Having clinical pharmacists working in around a third of Bromley GP practices has contributed to 2,735 GP appointments being avoided, 2,733 clinical medical reviews and 782 medication queries dealt with for patients being discharged from hospital. Lessons from this pilot will help decide on the future workforce needed in primary care services.

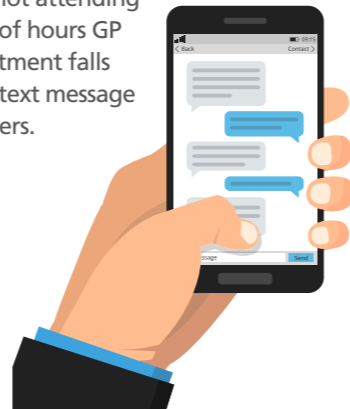


1 Work begins on a £3million fit-out of the new Orpington Health and Wellbeing Centre. The continuing progress means patients are coming closer to receiving treatment in a high quality local centre. The centre will house a GP surgery – the Knoll Medical Practice, which is relocating from their existing premises nearby – and a range of community health and wellbeing services, including out-patients.



2 An extensive community engagement programme takes place to inform the new Ageing well strategy. Over 35 outreach sessions and a public meeting, take place and almost 600 complete a survey to inform the development of the new Strategy.

3 The number of patients not attending an out of hours GP appointment falls due to text message reminders.



1 We support the London wide #AskAboutAsthma campaign which aims to encourage families and young people to better identify and manage asthma. Visit www.asthma.org.uk for more information.



‘OVER 90% OF PATIENTS USING THE GP ACCESS HUBS WERE SATISFIED OR VERY SATISFIED WITH THE SERVICE’



2 The GP extended access service is running at almost full capacity and is one of the highest used in London.



1 Patients have the option of shorter waiting times for blood tests by using one of the 36,144 additional bookable appointments now available at a number of GP surgeries. These appointments replace the walk in service at the Princess Royal University Hospital which is closed so the space can be used for essential hospital services.

2 Dr Jon Doyle is the face of our winter flu campaign which encourages those most at risk to get their flu jab to protect themselves this winter. Proactive targeting of the information, together with work done by GPs to vaccinate patients, helps Bromley to achieve the best uptake rates for the flu jab in London.



3 A new pilot Bromley @home service launches to help avoid hospital admissions and support patients who are well enough to be discharged from hospital. By the end of March, 256 patients have been seen with only 2% admitted to hospital.



1 We launch our joint Journey to Excellence: SEND Strategic Vision and Priorities 2018/19 with Bromley Council. It sets out a commitment to work together to improve care and life chances for young people with special educational needs and disabilities..

2 Those experiencing a first episode of psychosis are being treated within two weeks. This early intervention in psychosis (EIP) service is helping to improve outcomes and is one of the best performing in London.



'EIP REPRESENTS A VITAL BUILDING BLOCK TO PREVENT AND OR DEFER LONG-TERM MENTAL ILLNESS OCCURRING'

3 The number of people with learning disabilities in Assessment and Statement Units is significantly reduced. Those admitted stay for shorter periods.

1 A pioneering scheme to reduce the number of type 2 diabetes cases in Bromley wins a prestigious national award and is shortlisted for another. The Diabetes Prevention Programme (DPP) which was piloted in Bromley in 2016 was proven to reduce the risk of type 2 diabetes by 70% through its lifestyle change-based programme. 130 patients took part in the Bromley programme and at the end of twelve months, 38% were no longer at risk of diabetes, whilst a further 15% reduced their risk significantly. The diabetes prevention programme focused on making better lifestyle choices and improving nutrition and activity habits in order to avoid developing the condition.



2 A range of schemes, put in place to avoid emergency admissions to hospital, are having an impact. This includes the additional resources directing patients to the most appropriate place of care, rapid response and Bromley @home services.



3 People with diabetes can now access a new specialist foot care service at the Princess Royal University Hospital. In addition, those who are newly diagnosed with diabetes can now use a new south east London wide diabetes educational course. It aims to help them understand and manage the condition.



2 59 patients join us at our first patient conference to discuss primary care improvements and integrated care in Bromley. We commit to holding these twice a year.



1 A new primary care service is commissioned to support people living in Bromley's care homes. The service is called Bromleag Care Practice and will be provided by the Bromley GP Alliance. The service will provide both proactive (ward round) and reactive (urgent) care to the 1,800 people living in Bromley's 40+ homes. Bromleag Care Practice will use doctors, nurses and pharmacists to work with care homes as well as the patients and their families to avoid unnecessary hospitalisation and improve the quality, access and experience of primary care for those patients.

3 35% of registered GP practice patients are signed up to use online GP services. This gives patients more convenience, frees up telephone lines and saves admin and reception time.



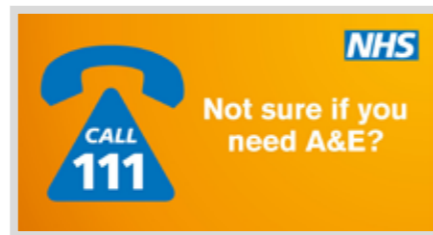
1 Bromley is one of only a small number of areas to be successful in gaining funding to introduce specialist mental health support teams into schools. The pilot scheme will see £2.4m invested in Bromley services over two years, including a new approach to reduce waiting times for services.

2 Many patients with respiratory conditions are benefiting from a new pilot virtual respiratory clinic which brings together specialists in respiratory care from hospital and community services to improve the care and management of their condition. Plans are being made to extend this for more patients.

3 Residents in South East London can access a new enhanced NHS 111 Integrated Urgent Care (IUC) service. Available 24 hours a day, the service provides a new Clinical Assessment Service including GPs, pharmacists and nurses.



4 Following the decision to no longer support the prescribing of over the counter medicines for short term ailments, over the last year 65,000 fewer prescriptions have been dispensed which has saved £257,000. This has also likely to have freed up many GP appointments.



1 Since the new proactive care pathway started, 3,251 patients have been referred from 42 GP practices. Emergency admissions to hospital for those who were previously admitted reduces by 23.6%. The proactive care pathway supports patients with complex health needs, who are at risk of hospital admissions are identified by their GP and proactively cared for by a multi-disciplinary team of staff to help keep them well and living independently at home.

2 More patients were protected from the flu with Bromley having one of the highest uptakes of the flu vaccination in London.



3 Patients coming to the end of their life who have advanced heart failure have benefited from additional care from a clinical nurse specialist in heart failure and palliative care. We have seen a 36% reduction in hospital admissions.



OUR FUTURE PLANS

The priorities set out in the NHS Long Term Plan are consistent with our own, and the plan reinforces the progress we have made over the last six years.

Our future plans are to continue the development of integrated care through One Bromley, delivering an ambitious programme of work as the wider health and social care system develops across south east London.

Priorities include:

- Extend our proactive approach to joined up care for adults and children.
- Focus on prevention, early intervention and recovery for those with mental health conditions by improving access to the right services at the right time.
- Deliver new mental health support teams in schools and colleges to provide more early support to young people with mild and moderate mental health issues.
- Establish primary care networks which will bring together GP surgeries and community services, with additional staff and resources to care for patients.
- Deliver schemes that support people in their own homes, avoid emergency hospital admissions and enable people to be discharged from hospital safely and quickly.
- Improve outpatient services so that patients have more choice and options about how they receive outpatient care.



PLEASE CUT OUT AND RETAIN

NHS
Bromley
Clinical Commissioning Group



You can be prepared for common illnesses by keeping a well-stocked medicine cabinet at home.



You can call NHS 111 if you need medical help or advice but it's not a life-threatening situation, or if you're not sure which service you need.



Ask your local pharmacist for advice for many common minor illnesses, such as diarrhoea, minor infections, headache or sore throats.



Make an appointment with your GP if you're feeling unwell and it's not an emergency.



Visit the Urgent Care Centre if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery is open.

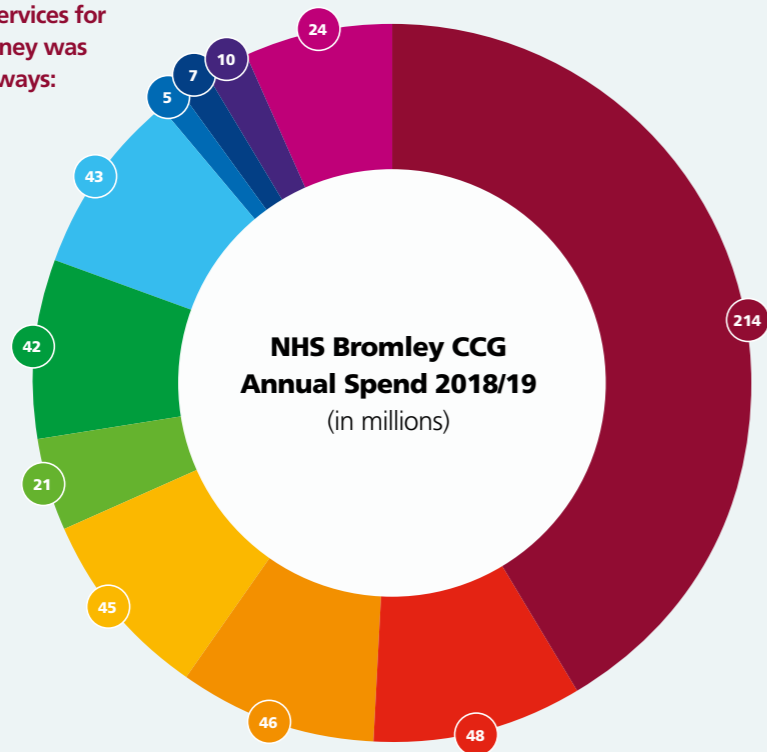


Call 999 if you or someone else is seriously ill or hurt and their life is in danger.



THE MONEY

We received £505 million in 2018/19 to commission health services for local residents. This money was spent in the following ways:



- 214 Acute Hospital South East London
- 48 Acute Hospital Other
- 46 Community Mental Health
- 45 Non Acute Community
- 21 Non Acute Continuing Care
- 42 Primary Care Prescribing
- 43 Primary Care GP Delegated services
- 5 Primary Care Other
- 7 Running Costs
- 10 Surplus
- 24 Other

HAVE YOUR SAY



Want to get more involved in our work?

You can contact us on:

- 020 3930 0100
- Broccg.contactus@nhs.net
- www.bromleyccg.nhs.uk
- @NHSBromley_CCG



Come along to one of our Governing Body meetings held in public.