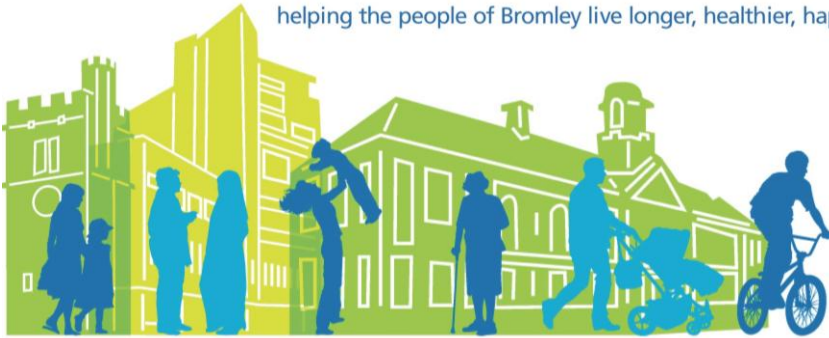


helping the people of Bromley live longer, healthier, happier lives



Bromley

Clinical Commissioning Group

Stakeholder bulletin

Issue 1 – December 2013

In this issue

Welcome	Bromley Youth Council
Leg ulcer assessment clinic pilot	Diabetes care
Governing body meetings in public	Orpington health news

Welcome from Dr Andrew Parson (CCG Clinical Chair)

Welcome to our first stakeholder bulletin. It has been produced for patients, the public and the many voluntary and community groups we work with in Bromley. The bulletin will be published four times a year to let you know how we are listening to local people and then acting on what they have told us.

The changes to the health service that took place in April this year meant that for the first time, GPs were put in charge of making decisions about what healthcare services should be provided for their local residents. As clinicians we understand what our patients need to help them live longer and healthier lives and in Bromley we have welcomed this as a chance to deliver real change and improvements.

As a CCG, we are required to involve and consult patients and the public in service planning and the decisions we make.

We understand the importance and huge benefits of listening to the public and then acting on what they tell us. How can we deliver the services our patients need if we don't listen to their experiences and involve them in our plans? Everyone should be able to play an active role in the decisions made about their care and have the opportunity to be a driving force behind improvement and change.

As more and more people use and rely on our health services we need to think about how we do things differently to make sure we are meeting local health needs. We would like you to help us with this so that we can make the right choices for our local patients.

If you are not already involved then I would urge you to join our Patient Advisory Group or a patient participation group in your local GP surgery. If you have any other ideas about how we can improve what we are doing, please get in touch.

Leg ulcer assessment clinic pilot

Launched in December 2012 at the Princess Royal University Hospital, the leg ulcer assessment clinic was set up to improve the healing rate for patients who have leg ulcers and at the same time reduce their waiting times.

It was a pilot that began with 15 practices from Orpington and Beckenham taking part.

At the leg ulcer assessment clinic, patients received a comprehensive assessment and treatment plan. They then had access to specialist advice and support from the Tissue Viability Nurse.

People gave us feedback during the service pilot and this is helping us give better care to more patients across the borough.

You said

Following the trial period, with 15 practices, you wanted more clinics to be available, across Bromley.

Of those using the clinic, 98% of people said they benefited from their visit.

96% of people felt more informed about their ulcer and how to look after themselves and their legs.

People asked for more clinics to be available and told us their preference was to continue their treatment at the clinic.

Since the implementation of the clinic, the average healing rate for patients with leg ulcers has reduced from 21 weeks to just six. This means on average patients' leg ulcers are healing 15 weeks earlier.

This successful pilot led to a full roll out of the leg ulcer clinic, for all Bromley residents from August 2013.

Every practice in Bromley now has access to these clinics. This means more people are able to use the service and patients' leg ulcers are healing in around a third of the time they used to take.

We did

Governing body meetings in public

Thanks to your feedback, we have changed the format of the meetings, so there's more public involvement and information from the meeting is easy to find afterwards.

We now have a longer informal question time before the meeting starts, and all questions and answers are published on the website after the meeting.

It is not always possible to give a full answer to every question during the meeting session. So in most cases fuller answers will be given on our website. We had a questionnaire following an earlier meeting of the new format and all attendees responded positively.

[Follow this link to our website board meeting page](#)

You said...

"Give everybody a chance to ask their question."

Bromley Youth Council

We've been talking to Bromley's Youth Council to find out what we can do to ensure children and young people can make the most of Bromley's health services.

Bromley Youth Council is a borough-wide body run by and for young people aged 11-19 (up to 25 for young people with disabilities). Young people are elected to represent their peers through annual youth elections in the borough.

The youth council enables young people to have a say in how local services are organised, meets regularly to discuss issues which are relevant to young people in Bromley and works to influence policy and development within the local authority on behalf of young people.

Young people through Bromley Youth Council told us: We want it to be easier for young people to access health services. There needs to be better information available and more sign-posting for where to find it.

We're making changes: We've reviewed our website with children and young people in mind and we're now recruiting more young people onto the patient advisory group to ensure good representation from the local population.

Diabetes care

We have been reviewing diabetes care in Bromley and making plans for how to improve access and quality of treatment for all people with diabetes.

You said

If diabetes care was redesigned, with support for GPs and nurses to make sure they have the specialist knowledge to provide the level of care needed, we would be happy to have our care transferred back to the GP.

We've rolled out an education programme for GPs and nurses on the range of care diabetes patients may need.

This will lead to more diabetes care being offered at GP practices, making care easier to access.

We did

We developed a draft proposal for how the service could be redesigned and have been working closely with Diabetes UK, GPs and patient representatives to adapt it so it is the best approach for local patients. Diabetes UK has been really supportive of the plans, giving us excellent advice that we've been able to incorporate.

We have kicked off the first stage by rolling out training and education to GPs and practice nurses so they have the best knowledge of how to manage diabetes care. We will keep this going in the new year.

You will soon start to see improvements to the service. GPs and other clinicians are going to be offering more support at local practices. We will be sharing our completed plans soon and will be keen to hear about your experiences as the changes occur. We will be asking for your feedback in the new year so please keep an eye on the website for more information.

Orpington health news

We are running a programme to improve health services in Orpington.

This includes services provided at Orpington Hospital and plans to develop a health and wellbeing centre in the area in order to deliver a wide range of health, social care and wellbeing services in an accessible location all under one roof.

On 1 October 2013, King's College Hospital NHS Foundation Trust acquired Orpington and the Princess Royal University Hospitals following the dissolution of the South London Healthcare NHS Trust. Since the acquisition, King's has developed a specialist centre for planned orthopaedic surgery, such as hip and knee replacements, at Orpington Hospital. In addition King's has retained the hydrotherapy pool at Orpington. These moves will enhance King's ability to deliver first rate care for patients. The future of Orpington hospital will be reviewed in October 2016.

Work continues to secure our preferred place for the new Orpington health and wellbeing centre at the Orpington Police station site.

Visit www.kch.nhs.uk for more information

The preferred bidder for the site, which is a development company, is considering a mixed development site with both residential units and the health and wellbeing centre and will be seeking planning permission.

The approval process for the centre has been complicated but we have now had our project initiation document agreed. The outline business case for the centre is close to completion and will be submitted to NHS England early next year for approval

Our plans for what clinical services need to be provided from the health and wellbeing centre will need to take account of national policies, our strategic plans for bringing services closer to home and the impact of the transfer of our local hospitals to King's. A comprehensive review of the proposed clinical services for the centre is underway so that this can be included in the outline business case.

For more information on the plans for the Orpington Health and Wellbeing Centre, [download](#) the governing body report.

Giving your feedback at local events

Over the coming months we will be conducting a number of events to gather peoples' views and feedback on their experiences and our ideas. We will be using this information to help plan Bromley's future healthcare services.

Right now we are running an online survey until 6 January 2014 to find out what you think about our current services and what we could do better. We'd be grateful if you would share your views with us and please share the link with other local people, please [follow this link to the survey](#)

What do you think of this edition?

Please give us your comments and suggestions. How could we make it better? Send us an email and tell us what you think, email Liz Munro (Engagement Manager)

liz.munro@bromleyccg.nhs.uk

Your comments will be used to help shape the format and content of future editions. Future editions of this bulletin will update you on how we have used feedback to make improvements in health care across Bromley.

Join the patient advisory group

Bromley residents now have the chance to join the patient advisory group and be heard on a wide range of health topics in the borough. This is a completely flexible way to get involved. It could involve answering an online survey or even attending a focus group: it's completely up to you how you want to contribute.

To find out more about our work involving patients to improve services [visit our website](#).

Follow us on
twitter 

Address: 1st Floor, Beckenham Beacon, 379 Croydon Road, Beckenham, Kent, BR3
3QL

Main reception: 01689 866544 | Out of hours media enquiries: 020 3049 3333

Email: info@bromleyccg.nhs.uk