

West Norfolk CCG  
Patient and Stakeholder

## Newsletter

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## CCG launches guide to help people find the right health service to get them better this winter

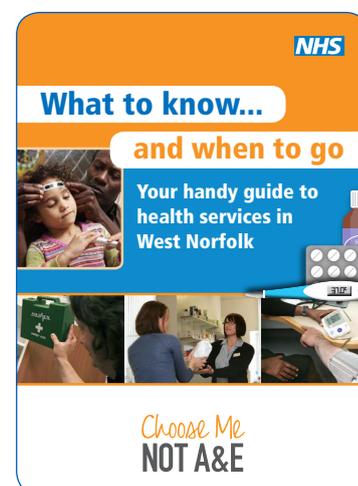
Thousands of people living in the West Norfolk area will be able to pick up a useful guide as part of a drive to keep people well and ease pressure on health services this winter.

NHS West Norfolk Clinical Commissioning Group (CCG) has produced a handy booklet called "What to know and when to go" as part of a healthcare campaign designed to help people get the right care faster.

The guide encourages people to manage minor injuries and ailments at home using over the counter medicines, provides tips on what to do if you become unwell with the winter vomiting virus and encourages people who are eligible to get the flu vaccine.

The booklet also explains what health services are available in West Norfolk and promotes local pharmacies, the NHS 111 service and local GP practices. Patients are being encouraged to only go to A&E or to call 999 if it's a serious or life-threatening emergency.

The guides are being circulated to The Queen Elizabeth Hospital, GP surgeries, pharmacies, libraries and schools as part of the CCG's Choose Me Not A&E campaign.



**Dr Ian Mack, Chair of West Norfolk CCG and a GP at Feltwell, said:** "This booklet has been designed to help local people make the right choice when they become ill or injured and gives clear information and advice on the steps they can take to get the care and treatment they need quickly

"Winter is always a busy time for the NHS as this is when illnesses like colds, flu and sickness bugs are circulating. Fortunately, for most, the majority of these illnesses will get better with plenty of rest and, if necessary, over the counter medicines from a local pharmacy. However, it is important that if people do feel unwell, particularly with a winter respiratory illness, they do get help from a pharmacist or their GP before it becomes more serious.

"If you need medical help fast but it's not a 999 emergency, you think you need to go to A&E or need another NHS urgent care service, you don't know who to call or you don't have a GP to call, or you need health information or reassurance about what to do next, call 111. This service is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. The 111 service can arrange for you to see an out-of-hours GP if necessary and interpreters are available."

Dr Mack said it was important that people stock up on any prescription medicines before the Christmas holidays begin so that they have enough to tide them over the holiday period.

“Older neighbours, relatives, friends and other elderly members of the community are more vulnerable in the winter months,” he added.

“Please do look out for them and if necessary help them to stock up on food essentials, stay warm and ensure they have all the medications they need.

“Please only go to A&E if it is a serious or life-threatening emergency. Only use these services if you really need them to help keep these resources free for those in urgent need.”



●●● If you would like a copy of the booklet it can be downloaded from the CCG's website or by calling 01553 666900 or email [contact.wnccg@nhs.net](mailto:contact.wnccg@nhs.net)

## New member of NHS West Norfolk CCG's Governing Body

NHS West Norfolk CCG has appointed a new member of its Governing Body.

Tim Bishop has more than 35 years experience working in health and social care, and will have particular responsibility for patient and public involvement within the CCG.

Tim has held senior roles in adult social care and within NHS organisations, so his experience will be an asset in supporting West Norfolk CCG's strategy to continue integrating services and helping local people live independently, safe and well at home for as long as possible.

Working for the Department of Health, he was an inspector with the Social Services Inspectorate. More recently he was a director at a mental health foundation trust, worked as an assistant director for an NHS Primary Care Trust and was responsible for the London Borough of Camden's adult social care provision and integrated commissioning.



**Tim said:** “I'm really pleased to be appointed to this role and hope I can use my lifetime experience in health and social care to benefit local people and the local NHS.

“When I, or family members, use local services we are always impressed by the commitment of front line staff, but also aware sometimes of the frustrations there can be when services don't work well together - supporting people together has to be the priority.”

Welcoming him, the Chair of West Norfolk CCG, Dr Ian Mack said: “I am delighted that Tim Bishop has joined the Governing Body. His extensive experience will be a real asset to the work of the CCG, and will strengthen our work in patient and public engagement.”

Tim Bishop lives in West Norfolk where he is a church warden and cares for an older family member. He also advises the Anglican diocese of London on safeguarding adults and is the independent chair of Northamptonshire's Safeguarding Adults Board.

His appointment is the second to be announced this year, further strengthening West Norfolk CCG's Governing Body. Leading trauma surgeon Alastair Wilson joined the CCG as secondary care doctor on June 27th, 2016.

West Norfolk CCG's Governing Body is comprised of the Chair who is a GP from one of our 20 member GP practices in the West Norfolk area, Chief Officer, Chief Financial Officer, six local GPs, a secondary care doctor, registered nurse and two lay members.

The Governing Body is responsible for monitoring the performance and quality improvement of our local healthcare providers, and approving commissioning and engagement plans. The Governing Body acts on behalf of the membership of the CCG, local GP practices.

# CCG chief officer steps down after seven successful years

Dr Sue Crossman, Chief Officer of NHS West Norfolk Clinical Commissioning Group (CCG) has resigned from her position after seven years as the Health Commissioning lead for West Norfolk.



With a clinical nursing background, she has worked in the health service in West Norfolk since 1983. Dr Crossman established the CCG in 2013 with the chair Dr Ian Mack, having led the Practice Based Commissioning Group with the late chair, Dr Malcolm Skinner, prior to this.

Dr Crossman leaves her post at the end of the calendar year to continue working with the NHS on a variety of innovation programmes across England.

**Sue said:** "The emergence of clinical commissioning was a most interesting development to lead and the role of Chief Officer has been both demanding and very fulfilling. Now is the right time for me to move on, leaving the CCG in a strong position for a new Chief Officer to lead it through the next phase of NHS transformation."

Paying tribute to her staff of 30 people she said, "It has been a privilege and a delight to work with a group of such talented and committed people who pull together in a very challenging climate to improve services for the residents of West Norfolk."

She added, "The CCG has always been a values-based organisation and I am confident that this culture will continue under the new leadership."

Dr Ian Mack, said "Sue Crossman has been an exceptional Chief Officer for West Norfolk CCG with her total commitment to our local NHS in West Norfolk, blending her skills as a nurse with those as an effective and collaborative senior manager. She has been a very articulate and powerful voice for West Norfolk, with a clear vision for local innovative health and care services. She will be greatly missed by all at the CCG. I wish her every success in her future work."

## Building better support for people in crisis

Nearly £400,000 will be used to improve support for people who have a mental health crisis in Norfolk.



The money will pay for renovating and expanding 'places of safety' in Norwich, King's Lynn and Great Yarmouth. These are suites on NHS premises where people can be taken by police officers and looked after by mental health professionals.

It means people in crisis can be cared for and their needs assessed in a much more appropriate setting and given the emergency support and care they need. It also frees police officers who can return to their duties in the community.

The money – £394,700 – is one-off "capital" funding and was granted by a panel from the Department of Health, Home Office and NHS England. The money was awarded following a joint bid made by partners in the NHS, charitable and social housing in Norfolk.

Three 'section 136' suites run by Norfolk and Suffolk NHS Foundation Trust (NSFT) will be upgraded.

- One at Hellesdon in Norwich will be rebuilt and extended at a cost of about £220,000.
- The suites at The Fermoy Unit in King's Lynn and Northgate Hospital in Great Yarmouth will be refurbished with a new look and updated furniture at a cost of about £12,000 each.

**Clive Rennie, from the Norfolk integrated mental health commissioning team, said:**

"Modernising section 136 suites will provide improved facilities for both patients and staff, this will assist greatly in patient care in crisis situations. My thanks to all the partners who were involved in this successful bid."

Debbie White, Director of Operations in Norfolk for NSFT said: "This funding will allow us to improve our existing crisis care facilities at Northgate and the Fermoy Unit and create safe, calming and engaging environments for people when they are their most vulnerable. The project will see the suite at Hellesdon expanded to cater for more patients, in turn reducing the need for them to be transferred elsewhere. A 'place of calm' will also be created, where people can receive practical and emotional support in comfortable surroundings."



"This project will play a major role in helping to improve the experience which patients have when using these suites while also providing greater privacy and dignity and reducing the stigma associated with a detention under the Mental Health Act. Improved facilities will also make it easier for our staff to monitor this vulnerable group and take appropriate action to de-escalate often damaging episodes of crisis before they require detention, hospitalisation or specialist referral."

In addition to refurbishing the Section 136 suites, the grant includes £150,000 earmarked to possibly create a community "hub" in Norwich.

Clive Rennie said: "This idea is still very much in its infancy but has worked in other areas of the country and is a longer term ambition. It is seen as somewhere that people with a mental health could be taken as a further place of safety late into the evening but we now need to look in detail at how it could be taken forward in a way that is sustainable."

The Norfolk bid for funding was one of 72 submitted, all vying for a slice of £9 million on offer. The panel aimed to fund projects in as many areas as it could, but the limited funding available meant that only the highest quality bids, spread fairly across the country, could be approved.

## Have your say over the future of health and care in Norfolk and Waveney

Published on behalf of Norfolk and Waveney's Sustainability and Transformation plan

*in* good health

A sustainability and transformation plan (STP) is being developed for Norfolk and Waveney. STPs are being discussed nationally by NHS organisations, councils and other partners to improve the way health and social care is designed and delivered for the public. Norfolk and Waveney's latest submission, made to NHS England in October, has now been published, together with a summary document called 'In Good Health - Our proposals for changing health and social care in Norfolk and Waveney'. Both of these documents can be read at [www.healthwatchnorfolk.co.uk/ingoodhealth](http://www.healthwatchnorfolk.co.uk/ingoodhealth).

The STP is a developing plan. It needs insights from people of Norfolk and Waveney to continue to develop. So there is a renewed call for everyone to have their say. As plans develop, if there are going to be significant changes to any individual services, formal public consultations will take place. There are no such plans in place currently. The gap between the money available and the cost of providing NHS and social care in Norfolk and Waveney will be just over £415m in five years' time unless something is done now to balance the 'system'. (This figure has been revised down from the June submission, following further modelling). Approximately £316m relates to health and £99m relates to social care / non-NHS.

At the heart of the emerging STP is empowering people to take increasing responsibility for their health and care, and providing more care in communities. If this can be achieved, it is estimated that one in five people, who would otherwise have needed to be in a hospital bed, could be helped at home.

If you would like more information about any of the topics in this newsletter or would like to provide feedback or get involved please contact:

# Get Involved!

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