

## Message from Jonathan Montgomery, Chair of Hampshire Primary Care Trust

March 16 saw the visit of an assurance panel to NHS Hampshire to consider how far we have developed our skills as commissioners. The experienced team of visitors included the Chief Executive of the South Central Strategic Health Authority, senior NHS and social services executives from outside Hampshire and a US executive to help us ensure that we are learning from the best. The process of preparation has helped us take stock of our progress and it was a useful opportunity to discuss our strategy with the panel.

Some really good work has been done in the past year to improve our understanding of the challenges we face and of the opportunities that we have. Uncertainty over the senior leadership, with two interim chief executives, meant that we have asked a lot of our directors and their commitment has been outstanding. We now have to capitalise on that foundation.

The arrival of Debbie as Chief Executive has enabled us to take some important decisions that we have been preparing for some months. We have been looking at our top team and have already recruited our new Director of Public Health (see page 4). Interviews for a Director of Finance and Performance will shortly take place.



We are also in a position to resolve uncertainty over the future platform for transforming services in the community and building on the excellent work of Hampshire Community Health Care. Find out more about this on page 6.

Fundamentally, the purpose of these developments is to ensure that the people of Hampshire can be confident that they will receive services of a consistently high quality.

So we welcome the commitment in the new NHS Constitution that where we fail to provide timely services we must remedy that by seeking alternative arrangements. The people of Hampshire should expect nothing less.

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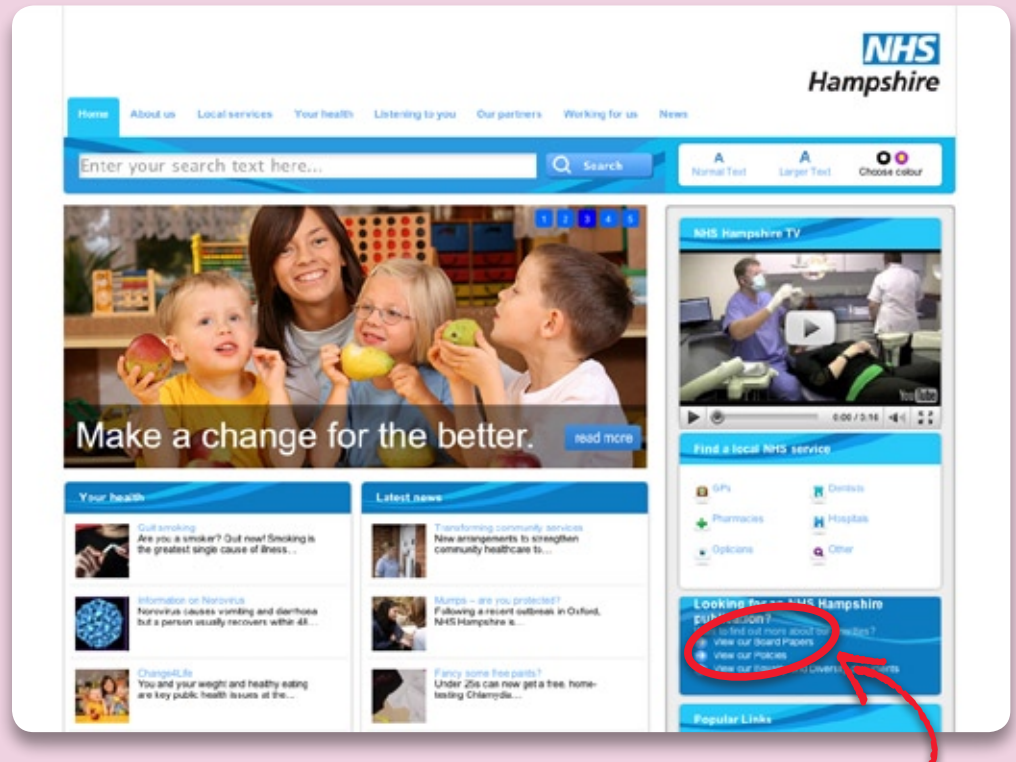
## What was agreed at our recent Board meeting?

The NHS Hampshire Board last met on Thursday, March 25, 2010 at The Ark Conference Centre in Basingstoke. All the papers from this meeting are currently on our website:

**www.hampshire.nhs.uk.**

Aside from reviewing our financial and operational performance, papers considered by the Board included:

- Hampshire Community Health Care Organisational Form:** the Board received a report summarising the process undertaken by NHS Hampshire to formulate a recommendation on the future organisational form of Hampshire Community Health Care.
- NHS Operating Plan 2010/11:** the Board noted the progress on the development of the Operating Plan 2010/11, subject to conclusion of the current round of contract negotiation with providers and that, following the conclusion of the contracting round, the Operating Plan 2010/11 will be brought to the public meeting of the Board in May 2010 for formal receipt and approval.
- Continuing Care:** the Board received an update on the Continuing Care cost improvement plan.
- Sustainable Travel Plan:** the Board approved Hampshire Primary Care Trust's Sustainable Travel Plan.
- Commissioning Board Strategic Risk Register:** the Board received our risk register—this details our strategic risks and how these are being mitigated.
- Committees of the NHS Hampshire (Commissioning) Board:** the Board received reports from a number of committees.



Click on 'View our Board Papers' on our homepage

### Come along to our next Board meeting and our public seminar

The next board meeting will take place at 2.00pm on Thursday, May 27, 2010 at Ferneham Hall, Fareham, Hants PO16 7DB - please do come along.

There will also be a public seminar at 12.30pm on a health topic, to which members of the public are also invited.

The papers for this board meeting will be available on our website approximately one week beforehand. If you would like further information on attending, please call Ian Corless on 023 8062 7460.

# How is NHS Hampshire performing?

Our latest Hampshire performance report is now available on our website—see Board paper COM10-024. The new format ‘Commissioning Performance and Assurance Report’ is based on five strategic goals, making it easier to monitor performance, both internally and externally. The report gives a rating of red, amber or green for each goal:

1. Reduce health inequalities by targeting initiatives on those areas of greatest need that would generate the greatest impact – **Amber.**
2. Transform the pathways of care for the ‘big killers’ to improve health outcomes – **Amber.**
3. Improve the pathways of care for patients with long-term conditions, focusing resources on early intervention and care closer to home – **Amber.**
4. Recycle an increasing proportion of our funding each year to deliver a sustainable healthcare system with the increasing demands of an ageing healthy population – **Red.**
5. Continuously improve the quality and outcomes of the services we commission – **Green.**

The report also highlights a number of specific risks in relation to our targets for breastfeeding, symptomatic breast patients, stroke services, Diabetic Retinopathy screening, 18 week referral to treatment standard and the A&E 4 hour wait standard.

During the last board meeting, the board reviewed these risks and was assured that processes are in place to manage them.

COMMISSIONING PERFORMANCE AND ASSURANCE REPORT 2009/10: MARCH 2010



Goal No.	Strategic Goal	Progress Against 5 Year Strategy	2009/10 Performance			
		Strategic Goal Performance (RAG rating)	Targets Performance (RAG ratings of VS targets)	Programmes Performance (RAG ratings of milestones)	Performance Trends (Direction of Travel)	Controls & Assurances (No. gaps identified)
1	Reduce health inequalities by targeting initiatives on those areas of greatest need that would generate the greatest impact					9
2	Transform the pathways of care for the 'big killers' to improve health outcomes					9
3	Improve the pathways of care for patients with long term conditions, focusing resources on early intervention and care closer to home					5
4	Recycle an increasing proportion of our funding each year to deliver a sustainable healthcare system particularly with the increasing demands of an ageing healthy population					2
5	Continuously improve the quality and outcomes of the services we commission					14

**KEY:**  
 Overall Strategic Goal RAG rating is better than Jan 10 report  
 Overall Strategic Goal RAG rating is worse than Jan 10 report  
 Overall Strategic Goal RAG rating is the same as Jan 10 report  
 RAG Red/Amber/Green  
 VS Vital Signs



## Meet our new Director of Public Health

NHS Hampshire and Hampshire County Council are pleased to announce that they have appointed Dr Ruth Milton as Director of Public Health.

Ruth has extensive experience in public health within the NHS and a background in clinical medicine. Until her recent appointment, she was the Director of Public Health for NHS Surrey and Surrey County Council and Medical Director for NHS Surrey. Prior to that Ruth was Director of Public Health and Medical Director at Guildford and

Waverley PCT and her consultant appointment was at North and Mid Hampshire Health Authority.

Debbie Fleming, Chief Executive of NHS Hampshire said; "I am delighted to welcome Ruth to this important role leading the two authorities in working together to improve well-being and health, reduce inequalities and tackle the underlying causes of poor health. She has the experience and expertise that is vital for this multi-agency work and ensuring we continue to develop the important links we have with other organisations such as district

councils. Ruth will start with us on June 1 and I look forward to her joining the team. Her appointment highlights the commitment both organisations have to partnership working to get the best outcomes for Hampshire residents.

"I would like to take this opportunity to thank Christine Jackson for her hard work, commitment and achievements since taking on the role of Interim Director of Public Health since May 2009. Christine's contribution to both NHS Hampshire and to Hampshire County Council has been invaluable and I am very grateful to her."

## The new Hampshire Healthcare Centre in Basingstoke is now officially open

TV's Doctor Hilary Jones cut the red tape at the new centre in a special ceremony on Thursday, April 8 and said; "I am delighted to be officially opening the Hampshire Healthcare Centre as I believe its accessibility and flexibility in terms of opening hours and convenience for all patients whether registered or not will provide a quick, reliable service delivered by excellent local doctors and nurses in a welcoming and ideal setting.

"Local people are already blessed with a wonderful service from the Basingstoke and North Hampshire Hospital and now they can enjoy a

similar experience in family medicine in a setting separate from the differing requirements of the accident and emergency environment."

The Hampshire Healthcare Centre is open 365 days a year from 8am to 8pm and provides a wide range of services including pre-bookable and same-day GP appointments for either registered or non-registered patients and pre-bookable and same-day dental appointments. It is run on behalf of NHS Hampshire by Assura Hampshire Health; a partnership of 13 local GP practices.

The service hopes to see as many as 14,000 patients in the coming year.



*Dr Hilary Jones does the honours!*

## World Class Commissioning Panel Day visit

On Tuesday, March 16 we had our World Class Commissioning (WCC) Panel Day. This event is part of the WCC assurance process, during which we provide evidence of our competence as a commissioner.

As you may be aware, we won't receive the final Panel Report for some time. All PCTs need to complete the process before there can be national calibration, and we were one of the first to take part. However, the key messages that we have taken away from the informal feedback given include the following:

- we need to ensure we retain greater focus on the implementation of our plans, with clear accountability for delivery;
- the PCT needs to continue its work to strengthen the leadership of the organisation.

None of this has come as a surprise and a great deal of work is already underway to ensure that these changes happen.

During the course of the visit, we were pleased to receive some positive feedback regarding the level of engagement of our primary care clinicians – and we were very grateful for their excellent contribution on the day! However, as expected, the Panel recognised that there is still more to be done to ensure full engagement of clinicians across the primary/ secondary care interface.

It was evident from this process that NHS Hampshire already contains many of the elements that are necessary for us to be an excellent PCT. Our priority now is to work in a more focused and accountable way to ensure that we make all the changes that are necessary in a very short timescale to take forward our challenging agenda.

The final report will of course be made public once it has been received, and this is expected to be in June 2010. In the meantime, thank you once again for all your support, and for helping us to share all our achievements and the good work in progress on the day. We look forward to continuing to work with you, as we focus on our transformation programme.



## Hampshire Community Health Care

### Taking forward plans to transform community services

In December 2009, the Department of Health wrote to all Primary Care Trusts in England requiring them to make a recommendation to their Strategic Health Authority (SHA) on the future organisational form for the service delivery arm of their organisation by March 31, 2010.

Since January, NHS Hampshire has been working with our service delivery arm Hampshire Community Health Care (HCHC) and all local provider organisations to explore options for the future organisational form of HCHC with the aim of making recommendations to the South Central SHA by the end of March.

Two Hampshire providers, Hampshire Partnership Foundation Trust and Winchester and Eastleigh Healthcare NHS Trust put forward proposals to specially convened committees made up of a PCT Executive and Non-Executives; three Primary Care Clinicians; the Chair of the Hampshire LINK; representatives from Hampshire County Council Adult and Children's Services; and HCHC staff side representation.

The committees made a recommendation to the Hampshire PCT Board in March that Hampshire Partnership NHS Foundation Trust (HPFT) should work more closely with HCHC to continue delivering the Transforming Community Services agenda and clinical model.

The SHA has considered this proposal and has given approval in principle to the development of

a business case. This will need to be developed by NHS Hampshire with HPFT and HCHC and approved by each organisation's Board by the end of June.

Both HCHC and HPFT have a shared vision of keeping people healthy and independent in their communities. This includes reducing the need to stay in hospital or reducing the length of stay by delivering better outcomes through new collaborative and integrated ways of working including personalised care planning. They also both cover broadly the same geographical area but recognise that each locality is different and it is vital that this partnership retains a local focus on care.

Combining community, learning disability and mental health services will help to ensure an holistic approach to patient care that fits with the integrated care agenda. There are already many overlaps in services, especially for adults and older people.

The emphasis throughout will be to build on what makes both organisations successful, highlighting areas for joint working and focusing on multi-disciplinary teams. Both organisations have strong links with key stakeholders and will continue this work to ensure that they are engaged throughout this process and continuing into the future. This will particularly include emphasising the strong links that both HPFT and HCHC have with local authorities and primary care.

We will keep you up to date with developments in upcoming issues of Dialogue.



## Choosing the best GP for you

Patients will have the chance to choose the best GP practice for them under new plans in a consultation published by Health Secretary Andy Burnham in March.

At present, GPs operate within fixed geographical boundaries that can be restrictive and reduce patients' choice of the practice they register with. The majority of patients are happy with their current GP practice but a significant minority would like to change their GP.

For many patients it is important to be registered with a local GP so their GP can visit them at home and help co-ordinate care with local health professionals. Others want to register with a practice closer to where they work, one which is open longer or offers more services.

Other patients have said they'd like to be able to stay registered with their current practice when they move house.

"The national consultation is seeking views on a wide range of proposals, in particular around the issues involved in arranging home visits, co-ordination of community based services, safeguarding access for local residents, and access to hospital and specialist treatment," said Julia Bagshaw, associate director, primary care commissioning for NHS Hampshire. "Giving your views on the proposals will help the new system work and ensure patients will be able to choose a practice that suits their individual needs."

The 12 week consultation runs until the end of May 2010 and you can submit your views online or by post. For more information visit [www.gpchoice.dh.gov.uk](http://www.gpchoice.dh.gov.uk).



*Cllr Diane Searle with Jo Thomas, modern matron for community hospitals in the south east*

## Official seal of approval for Gosport War Memorial Hospital

The Worshipful Mayor of Gosport Councillor Diane Searle gave the redevelopment at Gosport War Memorial Hospital the official seal of approval when she performed the official opening recently.

Gosport War Memorial Hospital has undergone an extensive remodelling programme which means it is now able to offer more outpatient services to local people.

The £6.1 million redevelopment has provided six additional outpatient consulting rooms and additional treatment areas; a larger Therapies department; additional diagnostic imaging facilities; an Endoscopy Department and a Minor Injuries Unit which is co-located with the GP Out of Hours service.

"I would like to thank Cllr Searle for taking the time to open the redevelopment at Gosport War Memorial Hospital," said Professor Jonathan Montgomery, chair of NHS Hampshire.

"The work undertaken has helped us bring hospital care closer to home for many local residents, removing the need to travel to the Queen Alexandra Hospital for NHS care. Adding purpose-built space to the hospital allowed us to put the different services next to each other so they can work together as effectively and efficiently as possible to provide the best care for local patients and residents."

## New campaign highlights dementia

One in three people are uncomfortable around people with dementia. That's the stark result of research released as the Government launched a new dementia awareness campaign.

'Living Well' involves people who have dementia and aims to educate the public about the

condition and also demonstrate things everyone can do to help sufferers to live well.

The campaign asks people to take a moment to find out more about dementia and provides five simple ways to help someone living with the condition:

- 1 Respect and dignity—focus on what the person can do, not what they can't;
- 2 Be a good listener and be friendly—support and accept the person, be patient;

- 3 Do one little thing—cook a meal or run an errand, it all helps;
- 4 Make time for everyone—partners, children and grandchildren will be affected;
- 5 Find out more—Understanding dementia makes living with it easier.

More information about the Living Well campaign is available on the NHS website:

[www.nhs.uk/dementia](http://www.nhs.uk/dementia)



# 'swap it, don't stop it'

## Change4Life expands to help adults fight the flab

Change4Life is branching out to help adults aged between 45 and 65 stay healthy and avoid obesity.

More than 70 per cent of people in this age group are overweight and the majority don't have children aged under 11 – meaning they won't have been targeted by the original Change4Life campaign launched a year ago.

This new campaign is encouraging people to 'Swap it, Don't stop it'. The focus is on six behaviours that people can 'swap' into their lives to cut down on portion sizes, get more fibre and their five portions of fruit and

veg into their diet, snack healthily and become more active.

Independent research from the Heart Research Forum suggests that there will be a 100 per cent rise in diabetes by 2050 unless action is taken now. It also warns that rising adult obesity will lead to more people suffering from coronary heart disease, hypertension and stroke.

Find out more about swapping healthy options into your life on the Change4Life website:

[www.nhs.uk/Change4life](http://www.nhs.uk/Change4life)



# NHS Constitution update: NHS patients to get new legal rights



## THE NHS CONSTITUTION

the NHS belongs to us all

NHS patients are to get new legal rights on waiting times from April 1. Nearly nine out of ten people who responded to a recent consultation on new legal rights supported the proposals to give patients the right to maximum waiting times for elective treatment and for urgent cancer referrals. In addition, nearly eight out of ten supported a new patient right to an NHS Health Check.

The new waiting times right will now be added to the NHS Constitution. This will mean that, from April 1 patients will have the legal right to start treatment by a consultant within 18 weeks of GP

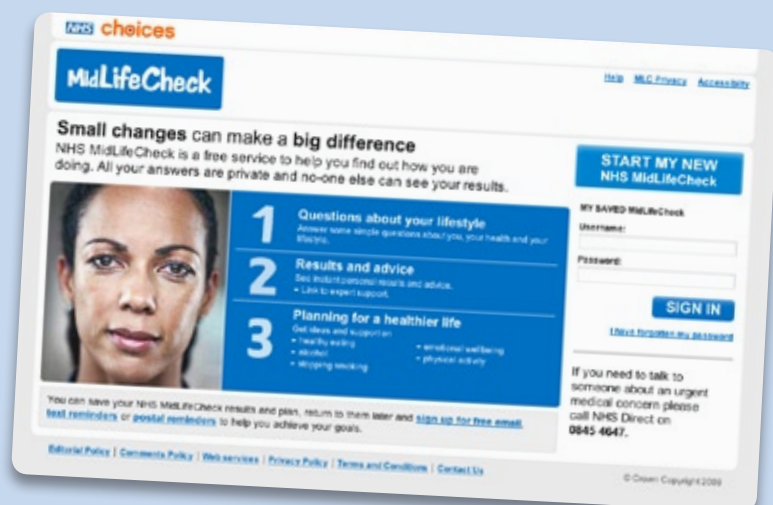
referral and to be seen by a specialist within two weeks of an urgent GP referral for suspected cancer. If this doesn't happen, the NHS will be legally obliged to take all reasonable steps to offer them a range of alternative providers.

From April 1, 2012, everyone between 40 and 74 who is eligible will have the legal right to an NHS Health Check every five years to assess their risk of heart disease, stroke, diabetes and kidney disease.

The consultation also received support for future rights on evening and weekend access to GPs, access to NHS dentistry, and the right to key diagnostic tests for patients suspected of having cancer within one week of seeing a GP.

Please follow this link for more information: [www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH\\_113608](http://www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH_113608)

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## NHS MidLifeCheck is live

Adults aged 40 and over can now get personalised lifestyle advice from the latest service in the 'LifeCheck' family—NHS MidLifeCheck.

The online questionnaire covers smoking, healthy eating, alcohol, physical activity and emotional well-being.

After answering a few multiple choice questions, users are given advice on how they could improve their health and help setting goals to make lifestyle changes. The service also points them to further sources of support.

[www.nhs.uk/midlifecheck](http://www.nhs.uk/midlifecheck)

## More dental places now available in Hampshire

Seeing an NHS dentist is now even easier for residents of Alton and the surrounding area.

The Lenton Street Dental Centre opened a year ago and initially took on just over 4,500 new patients. This has been such a success that the contract has been extended and the practice is able to offer 5,000 more places. The new spaces are part of NHS Hampshire's investment programme for NHS dental care available to Hampshire residents.

Meanwhile, residents in Cowplain and Bedhampton now have access to a new NHS dental practice which has opened this month providing care for more than 6,000 patients.

The practice will be based initially in Bedhampton and will move to the

new medical centre currently under construction in Cowplain later in the year.

"It is great to be able to offer this new service and more NHS dental care to local residents," said Julia Bagshaw, associate director for primary care commissioning for NHS Hampshire. "We know Hampshire residents are concerned about the amount of NHS dental services available so we have committed £15 million of new investment in dental services since April 2008."

"Using this investment we've added nine new dental contracts across the county which, in

turn, ensured there are now an additional 63,500 extra NHS dental places for the people of Hampshire and it doesn't stop there, the new practice in Cowplain is one of up to 15 new dental practices that will open during 2010."



## NHS Hampshire

### Listening to, involving and influencing local people

**Did you know that in 2009 NHS Hampshire engaged with nearly 22,000 people and provided more than 2.3 million opportunities to access health information?**

A recent report presented to our Board highlights the huge amount of work being done to engage with local people. The 'Listening to, Involving and Influencing' paper sets out how we have listened to, involved and influenced local people in 2009 and the mechanisms used to provide information in order to make health services in Hampshire the best and most accessible possible and to put the voice of patients and local people at the heart of all commissioning.

NHS Hampshire is committed to putting patients at the centre of what we do. In the past year we have engaged with nearly 22,000 local people using a range of methods including focus groups; in-depth interviews; patient video diaries; written and online surveys; face-to-face interviews; roadshows; discussion events and visiting local groups.

We have also sought to influence local health opinions and

aspirations by providing over 2.3 million opportunities to access health information using a variety of media including leaflets, posters, radio advertising, booklets and websites.

This engagement activity has enabled us, as commissioners to gain a detailed insight to the issues that really matter to local people and put this at the heart of our approach to:

- the development of new and existing services and pathways of care;
- continuously monitoring the quality of services we commission;
- supporting local people to improve their health, make healthy choices and access appropriate services

You can read the Paper by following the link to the Board papers section of our website. The Paper is part of COM10 – 005 'Communications and Engagement (Strategy 2010/12 and Activity Report 2009)':

[www.hampshire.nhs.uk/component/content/article/15-nhs-hampshire-board/310-board-papers](http://www.hampshire.nhs.uk/component/content/article/15-nhs-hampshire-board/310-board-papers)



# BIG Health Talk

NHS Hampshire and the Hampshire Learning Disability Partnership Board have been finding out what people with learning disabilities think of their local health services in Hampshire.

Nine 'Big Health Talk' events have been held across the county during March as part of a regional Learning Disability Health Self Assessment Framework. The aim has been to provide people with a learning disability, family members, carers, self advocates and NHS staff with an opportunity to get together to share their views on health services.

Alison Froude, head of learning disability and physical health for NHS Hampshire says this is a great way to hear what people who use our services think; "The traditional methods of gaining patient feedback do not often allow people with a learning disability to tell their stories and share experiences. We have used the expertise and networks of our local learning disability stakeholder groups to run these local events and to gain feedback from people with a learning disability.

"The attendance at the events has been fantastic and we've had many questionnaires filled in on the day and also sent in from outreach groups across the county."

People with a learning disability or family carers who want to take part in the Big Health Talk but haven't been able to attend one of the local events can receive a questionnaire by calling 023 8087 4351.



## Gardening for Hearts & Minds Seminar

'Thrive' is holding a free seminar on April 15, 2010 from 10.00am–4.00pm at its Trunkwell Garden Project at Beech Hill, near Reading. Aimed at professionals and practitioners within the healthcare sector, the seminar will give a real insight into how gardening can help and support the rehabilitation and recovery of people who are affected by stroke and heart disease.



Thrive's Just 30! project 'gardening for hearts & minds', funded by the Department of Health, encourages people to self-manage their rehabilitation to improve their health and make changes to their lives through gardening after a stroke or if they have heart disease. The seminar aims to disseminate the findings and conclusions from this project.

Key speakers:

- Leonard Levy, Patient Project Lead, Vascular Programme, Department of Health, will talk about The Just 30! project and also what the government is doing on cardiac rehabilitation.
- Susan Edwards, Professor of Clinical Linguistics at Reading University, will be talking about Aphasia and how the 'gardening for hearts & minds guide' online version has been adapted for people living with Aphasia.

Find out more about how gardening can help the recovery and rehabilitation of those affected by stroke and heart disease and take the opportunity to network with others working in this field.

To book a place at this seminar, contact Gill Bailey, Just 30! Project Manager by calling 0118 988 5688, e-mailing [gill.bailey@thrive.org.uk](mailto:gill.bailey@thrive.org.uk) or visiting Thrive's website at [www.thrive.org.uk](http://www.thrive.org.uk)

## Event invitation

The Hampshire Independent Equality Forum is holding 'Making Change Happen' – an event for voluntary and community organisations and individuals.

The meeting takes place on Tuesday, April 20 from 9.30am to 1.00pm at Wide Lane Sports Ground, Wide Lane, Eastleigh, Hants SO50 5PE and includes an official Forum Steering Group presentation and 'Your ideas for change' workshops. You can also find out how to raise issues with service providers by meeting with their Equalities representatives.

Find more information about this event by following the link to the Community Action Hampshire website: [www.action.hants.org.uk/index.php?id=186&tx\\_seminars\\_pi1%5bshowUId%5d=108](http://www.action.hants.org.uk/index.php?id=186&tx_seminars_pi1%5bshowUId%5d=108)