

Meet NHS Hampshire's new Chief Executive

I wanted to introduce myself and say how delighted I am to have taken up the post of Chief Executive for NHS Hampshire. Although arriving at what is undoubtedly going to be a challenging time, I am confident that in working closely with our partners across the health and social care community, we will be able to meet our challenges and continue to deliver service improvements for local people.

As some of you will be aware, I have worked in the NHS for more than 25 years and have held a variety of management posts within both primary and secondary care. For the past eight years I have been leading health commissioning as Chief Executive of NHS Bournemouth and Poole.

I have a number of immediate priorities and these include developing my understanding of health needs and services across the county; building relationships with our partners and local agencies to maximise joint working and meeting local patient / user groups so that I can really understand their perspective on our priorities for action.

I am looking forward to meeting as many of you as possible in the coming weeks and working with you to ensure that the people of Hampshire have access to the very best health services.

*Debbie Fleming,
Chief Executive*



Contents

Inside NHS Hampshire

- Meet NHS Hampshire's new Chief Executive
- January's Board meeting
- Next Board meeting – March 2010
- Our performance
- On the road to being world class
- Ambassador appointment for Susanne Hasselmann
- NHS Hampshire – working to deliver low carbon healthcare
- Swine flu update

Reducing health inequalities

- More Hampshire smokers quitting

Working with you to improve services

- Phlebotomy services in the South East get the thumbs up

News from our partners

- Community Action Hampshire
- Relate
- Hampshire Autistic Society

What was agreed at our recent Board meeting?

The NHS Hampshire Board last met on Thursday, January 28 at the Waterlooville Community Centre – all the papers from this meeting are currently on our website – www.hampshire.nhs.uk.

Aside from reviewing our financial and operational performance, the Board:

- Received an update on the World Class Commissioning Assurance Management Process 2009/10.
- Approved the Communications and Engagement Strategy, 2010/2012.
- Noted the Listening to, Involving and Influencing report, summarising the engagement activity and progress made during 2009.
- Received our risk register.
- Noted the Commissioning Workforce Report.
- Noted the NHS Hampshire Clinical Executive Accountability Framework.
- Noted and approved changes to the Hampshire PCT Major Incident Plan.
- Received reports from a number of committees.

The Board also considered a report on the review of the Oak Park Community Hospital. In addition it considered and discussed the valuable and informative comments on the review put forward by a range of stakeholders including David Willetts MP and local and county councillors, as well as members of the public living in the local area.

The NHS Hampshire Board reiterated its belief that, in the light of a reduced level of funding in the future, the construction of a new community hospital on the Oak Park site in Havant was no longer affordable. The Board reaffirmed its commitment, however, to provide a range of locally accessible services for the population of Havant and East Hampshire without the need for a new building.

The Board heard from key stakeholders and from local people that the alternative proposals for services, particularly for minor injuries services and inpatient care, were not fully understood and more time needed to be spent working with local people in developing both plans and understanding. In the light of these concerns the Board asked that detailed plans for these services be combined with those for outpatient services and be brought back to the September 2010 meeting of NHS Hampshire's Board. NHS Hampshire will now work with its key stakeholders including members of Hampshire County Council's Health Overview and Scrutiny Committee to set out the next steps for further engagement with local people.

To minimise any delays the Board agreed that work should continue to develop a business case for how outpatient services such as podiatry, diagnostics, therapies and a new assessment and treatment day service for older people could all be provided in the Oak Park Children's Services Centre building.

The Board also agreed to retain the Oak Park site for the future development of health services for the local population.

Come along to our next Board meeting

The next Board meeting will take place at 2.00pm on Thursday, March 25, 2010 at The Ark Conference Centre, Dinwoodie Drive, Basingstoke, Hants RG24 9NN – 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 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.

Finance update

The PCT is reporting a £5.13m overspend for month 9. This is a slight improvement on month 8 but there remains a significant risk to delivering a break-even position at year end.

However, we have identified further actions to help us achieve financial balance by March 31, 2010, including:

- Accelerating our savings scheme.
- Reviewing our contracts to find further savings.
- Asking budget managers to keep their budgets under close scrutiny.
- Restricting all unnecessary expenditure.

Message from Jonathan Montgomery,

Chair of Hampshire Primary Care Trust

Each January we tend to reflect on how we want the future to develop. Hence the fashion for New Year's resolutions. In NHS Hampshire, we are getting to know our new Chief Executive and excited about the leadership that she is already bringing. The pace of our collaborative work with colleagues in South East Hampshire is beginning to pick up and constructive discussions are starting in the south west of the county about tackling the challenges together. A joint Board seminar with Winchester and Eastleigh Healthcare NHS Trust explored next steps in securing sustainable health services for mid-Hampshire. A pretty hectic start to the year - reflective of our desire to work in partnership to serve the people of Hampshire.

We also need to understand the quality of our work, what we do well and what we need to improve. We have been pulling together evidence on this to submit to the World Class Commissioning Assurance process. We believe that we have learned from last year's feedback and have made steady progress against the competencies and have strengthened our governance structures.

Our financial position remains challenging. We shall learn more from our day with the assurance panel in March and from the subsequent report, which will be published.

So we look forward to the future and building on the past. We have some hard choices to make and some difficult challenges ahead of us, but our resolution is to serve the people of Hampshire to the best of our collective abilities.



How is NHS Hampshire performing?

Our latest Hampshire performance report is now available on our website – see paper COM10-007. The new format 'Commissioning Performance and Assurance Report' is based on our five strategic goals for 2009/10, making it easier to monitor performance – both internally and externally. The report gives a rating of red, amber or green for each of our five goals:

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**.

We are pleased to report that we have met our childhood obesity prevalence targets for the 2008/09 school year and we are also performing well against our smoking quitters targets. However, the Commissioning and Assurance Report also highlights a number of the specific risks in relation to our targets for breastfeeding, symptomatic breast patients, early intervention in psychosis, stroke services, the 18 week referral to treatment standard and the A&E 4 hour wait standard. The Board was satisfied that action plans are in place to manage these risks.

NHS Hampshire's Operating Plan 2010/11

In recent years the NHS has delivered major improvements to patient care, reducing waiting times, introducing new drugs and building new facilities. At the same time, there have been significant increases in funding which have helped the Service to keep pace with increases in demand and an ageing population.

Last year Lord Darzi's review of the NHS committed all organisations to give greater emphasis to improving quality, and a more consistent service to patients both in terms of outcomes and experience. However, in order to achieve this we need to change. In general, people now live longer but with more long-term illnesses; lifestyles are changing giving rise to new problems like obesity and new technologies and treatments mean that care can be offered in new, more convenient ways.

In addition to this, from 2011/12 the NHS will not receive any

significant new money for growth, which will have to be funded by savings elsewhere. This means that the financial year 2010/11 will be a pivotal year, taking advantages of the funding we have this coming year to transform services so they can meet the challenges of the next five years.

NHS Hampshire's Operating Plan sets out how we will meet these challenges by delivering "Healthy Horizons", our strategy for 2010/11. Central to this strategy is our vision of improving healthcare and the health of the Hampshire population. This will be achieved by focusing on our three strategic goals for 2010/11: reducing health inequalities; modernising healthcare; and putting patients at the centre of what we do. In practice, these goals will be achieved by the successful delivery of a number of initiatives that will ensure financial sustainability and enable improvements to health care services.

This Operating Plan sets out how these initiatives will deliver efficiency savings and service improvements across the eight areas of care identified in the Next Stage Review:

- staying healthy
- maternity and newborn care
- children's health
- planned care
- mental health
- long-term conditions
- acute care
- end-of-life care

Key to the successful delivery of the Operating Plan is its ability to ensure the sustainability of the health system in Hampshire given the financial constraints imposed by the current economic climate. To this end, this plan will illustrate how NHS Hampshire will tackle the challenges we face over the next 12 months.

The Operating Plan is due to be completed by the end of March, 2010.

If you would like to know more about the development of the Operating Plan or if you want to tell us how you think we should meet the challenges ahead, please e-mail yourviewscount@hampshire.nhs.uk.

New role for Non-Executive Director



Non-executive director Susanne Hasselmann.

NHS Hampshire Non-Executive Director Susanne Hasselmann has landed a role as a Public Appointments Ambassador in a new Government programme led by the Government Equalities Office and Cabinet Office to encourage more people to apply for public appointments.

The Public Appointments Ambassadors programme was launched at a high profile event in Whitehall on January 14 by Government Equalities Office Minister of State Maria Eagle MP.

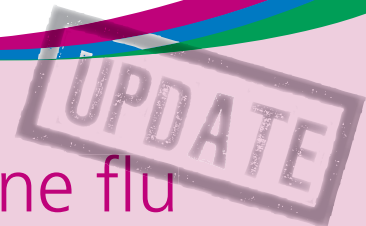
Public Bodies make decisions that affect our day to day lives, but too few women, people from ethnic minorities and disabled people sit on boards like the Arts Council, the governing bodies of local hospitals and the Competition Commission.

Susanne said: "It's an honour to be selected as an ambassador for this campaign. I have found being a public appointee a hugely rewarding experience. I hope my experience will inspire others from different backgrounds with skills to bring to public boards to come forward."

Susanne joins over 180 ambassadors, who are current public appointees from across the UK. As an ambassador Susanne will show why it's vital to have people with a wide range of skills and experience involved in the important decisions public boards make, playing a key role in highlighting the benefits of serving on a board and encouraging more people from under-represented groups to apply.

To find out more about public appointments, current vacancies and how to apply for new mentoring programmes, visit www.direct.gov.uk/publicappointments.

Swine flu



The number of swine flu cases across Hampshire remains low. Antiviral Collection Points are still active across Hampshire through local pharmacies, although demand for antiviral medication is also low.

Phase One of the vaccination programme is well underway with most GPs sending out reminders to all priority group patients that have not yet responded to the first invitation. Practices are also working with community staff to vaccinate housebound patients. The vaccination programme for frontline healthcare and social care workers also continues with good uptake across the acute trusts.

Phase Two of the programme for the vaccination of all children between six months and five years of age has started. GP practices are in the process of contacting the parents and carers of relevant patients inviting them for the vaccine and encouraging uptake through arranged clinics.

On the road to being world class

NHS Hampshire has made its World Class Commissioning Submission for 2010.

World Class Commissioning (WCC) is a national programme that assesses NHS Commissioners against a set of core competencies that organisations are expected to improve upon each year.

As a commissioning organisation, the WCC assurance process gives us the opportunity to show that we are commissioning competently and we do this in two stages:

- Firstly we submit a series of self assessments and a limited number of documents via a website (final submission was made on January 22)
- Secondly, this self-assessment is then discussed during a panel day visit (this is planned for Tuesday, March 16)

The Competencies

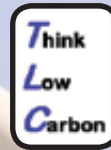
As well as Governance and selected Outcomes, our self assessment is focused on 11 organisational Competencies.

Competency 1	PCT is recognised as the local leader of the NHS
Competency 2	Work collaboratively with community partners to commission services that optimise health gains and reduce health inequalities
Competency 3	Proactively build continuous and meaningful engagement with the public and patients to shape services and improve health
Competency 4	Lead continuous and meaningful engagement of all clinicians to inform strategy and drive equality, service design and resource utilisation
Competency 5	Manage knowledge and undertake robust and regular needs assessments that establish a full understanding of current and future local health needs and requirements
Competency 6	Prioritise investment in line with different funding scenarios and according to local needs, service requirements and the values of the NHS
Competency 7	Effectively stimulate the market to meet demand and secure required clinical and health and well-being outcomes
Competency 8	Promote and specify continuous improvements in quality and outcomes through clinical and provider innovation and configuration
Competency 9	Secure procurement skills that ensure robust and viable contracts
Competency 10	Effectively manage systems and work in partnership with providers to ensure contract compliance and continuous improvement in quality and outcomes and value for money
Competency 11	Ensure efficiency and effectiveness of spend

We have had to say what actions we have taken to improve on each competency during the past year. We have also had to demonstrate the progress on these and show what the impact of this work has been. In addition, we have had to put forward a number of publications to support our submission.

We will now be focusing on our panel day in March. During this, members of the Board will discuss our submission with the Panel, which will include a Director from the South Central Strategic Health Authority (SHA), a Chief Executive and a Clinician from another PCT, a Local Authority Director from another area and an executive from Kaiser Permanente Medical Group. The purpose of the day is for the Panel to get a clear understanding of NHS Hampshire's current position, what changes there have been over the last year, and the ways in which the SHA can assist us in our development.

Working to deliver low carbon healthcare



Hampshire PCT has become the first NHS Trust to develop a Sustainable Development Management Plan, setting out a range of measures it will undertake to achieve significant reductions in carbon emissions arising from improved energy, waste, water and transport management, as well as the procurement of goods and services.

We have also made a commitment to the NHS Carbon Reduction target of 10% by April 2015, with a range of benefits for the Trust, staff, patients and other stakeholders.

Some of the measures being undertaken include:

- The ongoing development of a Sustainability Group to develop the Trust's Plan.
- Carbon Trust assistance with an energy awareness campaign, including a survey of staff to gauge levels of support and understanding.
- The establishment of a network of 'Carbon Champions' among staff to support the Trust's aims.
- Carbon Trust surveys of key Trust sites to identify energy saving opportunities.
- Clarification of the Trust's overall carbon footprint and the setting of practical but ambitious targets for energy, waste, water and transport.



Future arrangement for services provided by Hampshire Community Health Care (HCHC)

Since its establishment in October 2006, Hampshire Primary Care Trust (PCT) has sought to separate the two core parts of its business: commissioning (NHS Hampshire) and community health service provision (Hampshire Community Health Care).

The NHS Operating Framework for 2010/11 issued in mid-December describes the way the NHS will be run in future years. Key messages are that there is a greater need to integrate delivery of care and that the financial picture is becoming a greater challenge for us all.

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.

The Department of Health has given PCTs a clear steer on the options that this could take. The most likely options are:

- integration with an acute or mental health provider;
- integration with another community-based provider;
- social enterprise.

The PCT has now commenced a project that will evaluate potential options for the future organisational form of Hampshire Community Health Care and ultimately make recommendations to the South Central SHA by the end of March 2010.

As part of this process, a number of local Trusts have expressed an interest in developing a proposal which will enable us to explore what this could mean for HCHC.

NHS Hampshire will work closely with Hampshire Community Health Care to continue to support the development of integrated care for patients and will be engaging extensively with colleagues in HCHC, primary care, Hampshire County Council and acute trust providers as proposals are developed.



Hampshire stop smoking service

Number of Hampshire residents setting a quit date **on the up**

A report from the NHS Information Centre, issued on January 21 shows that the number of NHS Hampshire residents setting a quit date and then giving up smoking is increasing.

From April to September 2009, 7,689 people set a date to quit and 3,700 actually quit. During the same time in 2008, 5,940 people set the date and 2,940 quit.

"We are delighted that the figures show an improvement on the number of local residents quitting or setting a date to quit." Neil Lockett, health improvement partnership and programme manager for NHS Hampshire said.

"These improved figures demonstrate that Hampshire's Quit4Life services are consistently doing better at offering services that people want."

There are quit sessions all over the county in lots of different venues including GP surgeries and pharmacies. We also provide a telephone service making it really easy for people to get the help and support they need to give up."

You can contact Hampshire's NHS Stop Smoking Service Quit4Life by calling **0845 602 4663**, texting QUIT to 60123 or by referral from a GP or any health professional. Free Quit4Life NHS stop smoking sessions are open to everyone and are run by professional smoking cessation advisers, who can give out free stop smoking medication.

For more information on stopping smoking, including a cost calculator, a virtual advisor and lots of successful stories of people who have quit, please visit www.quit4life.nhs.uk.



The NHS Constitution: now backed by law

Following the passing through Parliament of the Health Act on January 19, 2010, all NHS organisations are now legally obliged to take account of the rights and pledges set out in the NHS Constitution.

The Constitution was published a year ago and followed a nationwide consultation. It brings together for the first time, the principles, values, rights and responsibilities that underpin the NHS. It is designed to renew and secure commitment to the enduring principles of the NHS, making sure it continues to be relevant to the needs of patients, the public and staff in the 21st century.

The NHS Constitution sets out what staff, patients and public can expect from the NHS. It explains that

by working together we can make the very best of finite resources to improve our health and well-being, to keep mentally and physically well, to get better when we are ill and when we cannot recover to stay as well as we can to the end of our lives. The Constitution reaffirms that the NHS belongs to us all and everyone has a role to play in its success.

A consultation seeking views on the Government's proposals for creating new patient rights and including those rights within the Constitution ended recently. We will update you on this consultation in a future edition of Dialogue.

For more information about the NHS Constitution follow this link: www.dh.gov.uk/en/Healthcare/NHSConstitution/index.htm

Improving services for heart attack patients

In the last couple of months we have been talking to local people about a new treatment for certain types of heart attack. Called Primary Percutaneous Coronary Intervention (PPCI) the treatment reduces mortality, outcomes in general are much improved and the patient seldom needs to stay in hospital for longer than 48 hours.

NHS Hampshire is committed to ensuring that everyone in Hampshire has equal access to this treatment. This means commissioning centres of

clinical excellence across the county where PPCI is available 24 hours a day, seven days a week. We'd like to thank everyone who braved the arctic weather in January to come and share their views on our proposals and tell us if we have got the right services in the right places.

But it's not too late to comment... you can also complete an online questionnaire at

<http://www.surveymonkey.com/s/M8Q8Q9V> or send your comments to the Hampshire LINK at ppci@hampshire-link.co.uk.



Listening to local people

Patients in South East Hampshire give phlebotomy services the thumbs up

A new appointment-based phlebotomy service in South East Hampshire has been given the thumbs up after 100% of patients rated it as satisfactory in a recent survey.

The service previously ran as a drop-in service at the Royal Hospital Haslar and Gosport War Memorial Hospital. Following the overwhelming success of a pilot, the new appointment-based service, provided by Portsmouth Hospitals NHS Trust, was introduced to local GP practices during July 2009.

Patients using the service were asked to complete a short survey which asked them:

- how easily they could book an appointment;
- if they were able to get an appointment when they wanted it;
- if they were seen on time, how long they waited from arrival to being seen;
- how often they needed to come for blood tests;
- if they found the service convenient;
- if the clinic was located in an accessible place; and
- if the service was satisfactory.

"Following the success of the pilot and the launch of the new clinics, we want to make sure we regularly ask patients what they think to see if there are any improvements that can be made. It is great news that the survey shows how successful the service is and that patients find it is satisfactory," said Inger Hebden, director of capital planning for NHS Hampshire. *"However, it is important we regularly review the service provided, so patient satisfaction surveys will be carried out every few months."*

The service is provided in nine GP practices and the Sylvan Centre in Fareham. Phlebotomy staff from Portsmouth Hospitals NHS Trust hold clinics in the GP practices. The clinics held at these sites provide services for the south east Hampshire area, so patients registered at a practice without a clinic are able to attend another GP practice with a clinic.

Health and social care news for the voluntary and community sector



Communiqué

Community Action Hampshire is the county-wide support body for the voluntary and community sector. A key part of its work is to sieve through the blizzard of information coming at the sector so that Hampshire's groups know what's going on and where they can get more information if it is relevant to their organisation.

'**Communiqué**' is a quarterly newsletter from Community Action Hampshire, with the specific aim of bringing voluntary and community organisations the latest news on developments in health and social care. It covers policy updates, consultations, trends, events and new initiatives. To view the latest issue go to www.action.hants.org.uk/index.php?id+85. To talk about submitting an article, e-mail christine.pattison@action.hants.org.uk.

Hampshire Autistic Society reaches out



Hampshire Autistic Society Outreach Department, situated at Hope Lodge School in Southampton, offers a wide range of services to support, advise and signpost individuals, families and professionals, and to raise autism awareness throughout Hampshire and the Isle of Wight.

One of the pilot projects currently running involves an Outreach Officer working with families during and after diagnosis to support / signpost them through what can be a very difficult time. One of the issues that has arisen from the recent evaluation of the pilot is that parents and professionals feel that there is a lack of this type of valuable, underpinning support service and it is a much needed addition to the diagnostic process. The evaluation shows that parents who have received this early support from Outreach appear to engage in either ongoing or early post diagnosis support.

Other projects established by Outreach include:

- the Autism Alert Card, developed in partnership with Hampshire Police / Police Authority. The Alert Card aims to support people with ASD should they find themselves in any type of contact with the Police
- the QEll Activity Break which offers short subsidised breaks to families

For further information on the services available from the Hampshire Autistic Society please visit www.has.org.uk.



Relate Aldershot	01252 324679
Relate Basingstoke	01256 423844
Relate Portsmouth	023 9282 7026
Relate Solent	023 8022 9761
Relate Winchester	01962 861336

Relate is the country's largest provider of relationship support and works to promote health, respect and justice in couple and family relationships. Their services include relationship counselling for individuals and couples; family counselling; counselling for children and young people; and sex therapy. They also provide friendly and informal workshops for people at important life stages.

Relate use the Clinical Outcomes in Routine Evaluation (CORE) measures to evaluate client well-being before and after support

- 20% of new clients have been referred by their GP or other health professional
- 50% of new clients say their situation is affecting their health
- 98% of people who complete counselling say they would recommend Relate to a friend

Relate has five main centres in Hampshire delivering a comprehensive range of services for local families. Outreach services are also provided. Clients can self-refer or be referred by health, education, statutory or voluntary organisations. Services include:

- Relationship counselling for couples or individuals, including same-sex couples.
- Services for Young People – counselling and support for 10 – 25 year olds at the time of their parents' relationship breakdown or at times of family conflict.
- Sex therapy for individuals and couples with sexual dysfunctions.
- Family counselling for families of all shapes and sizes.
- Relate for Parents - offering separating couples a one-off session with advice on how best to tell their children that they are separating and how to offer reassurance.
- Counselling and support for people who are trying to pick up the pieces after a relationship breakdown.
- Lifeskills courses offered to those suffering from depression, anxiety or panic attacks. Group support to make changes and move on (*selected centres only*).

For more information visit: www.relate.org.uk