

Walsall Clinical Commissioning Group

# Newsletter

Issue 1: December 2012

Welcome to the first edition of our Stakeholder and Patient Reference Group (PRG) Newsletter. We will produce a quarterly newsletter to keep our patients, public and partners informed about key NHS news, consultations, surveys and how to get involved in the healthcare decision making of Walsall Clinical Commissioning Group (CCG).

## **Dr Amrik Gill, Chair of Walsall CCG Governing Body**

Walsall CCG is passionate about involving local people, stakeholders and patients in decisions about local healthcare.

We recognise that we need to build upon the work originating from Walsall PCT. We have to work very differently as our success will be measured in terms of improved health and patient satisfaction.

In order to honour the pledge to patients of “no decision about me, without me”, we need to maintain an open and honest conversation with the population of Walsall about the opportunities and challenges ahead. This newsletter is aimed to keep our patients, stakeholders and the wider public informed of our progress and show how everyone can get involved in healthcare decisions.

## **Walsall Clinical Commissioning Group (CCG)**

Following the Health and Social Care Act 2012, Walsall CCG will be taking over commissioning (purchasing) of local patient services from the 1<sup>st</sup> April 2013. The CCG is currently operating in shadow form until this time

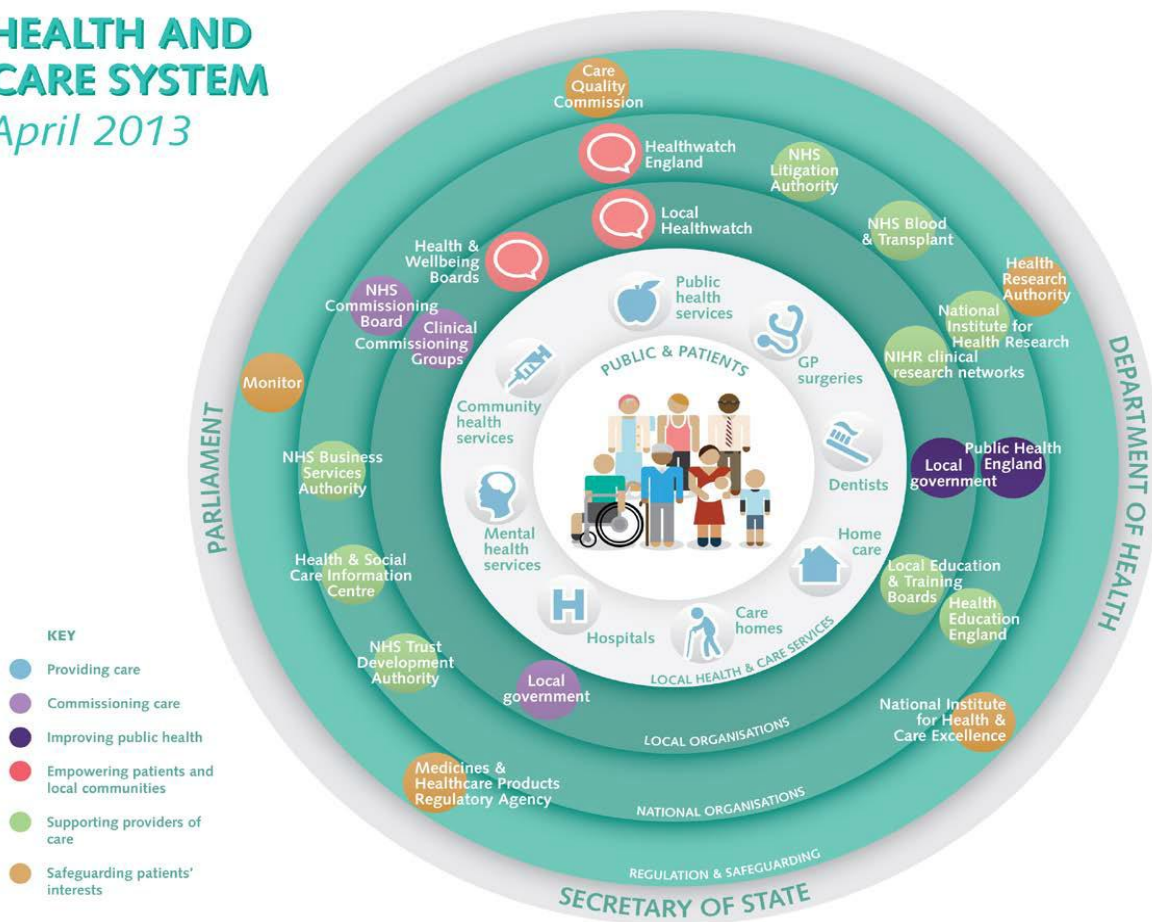
The CCG have appointed a Governing Body with Ms Salma Ali as the Senior Responsible Officer and Dr Amrik Gill as the Chair of the Governing Body. A full list of the CCG Governing Body is available from the website [www.walsallccg.nhs.uk](http://www.walsallccg.nhs.uk).

### **Key Facts about Walsall CCG**

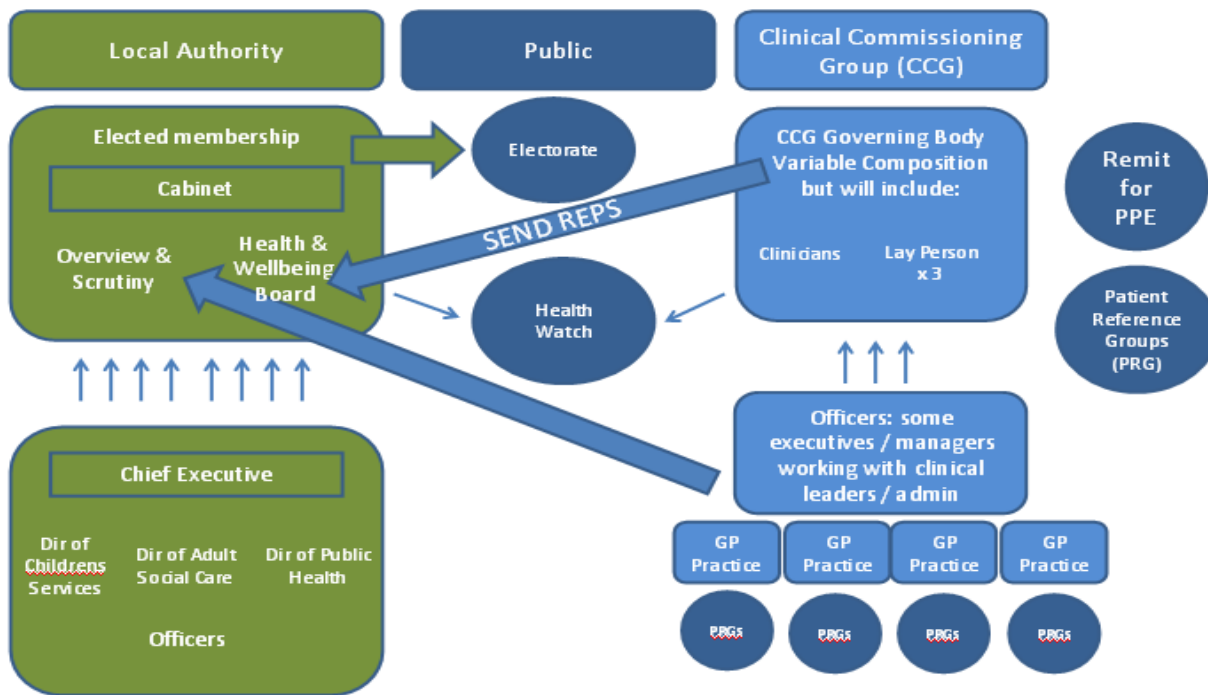
- Replaces NHS Walsall in April 2013.
- A member organisation comprising GPs from 68 practices in the Borough of Walsall.
- 260,000 registered patients.
- Leader of the local NHS who will commission services from hospitals and other providers.
- Directly employs a small team of 40 support staff. Embedded support staff are also part of the CCG.

# HEALTH AND CARE SYSTEM

April 2013



## Governance as it will be.....



## Vision and Values of Walsall CCG

### Our Vision

As a CCG we are committed to working in partnership to achieve health and wellbeing improvement for the people of Walsall.

### Organisational Values

- **Respect and Value People** - Individuals at the core of what we do
- **Listen to Local People** - We are committed to involving patients, clinicians and communities in the design and improvement of their services.
- **Clinical Leadership** - We recognise and embrace the need for clinical leadership in service planning and redesign to ensure highest levels of quality and efficiency.
- **Clear Accountability and Transparency** - We value feedback and a clear sense of personal accountability and responsibility.
- **Innovation** - We will make best use of all new technology, particularly striving to be at the forefront of innovation in exploitation of information technology.
- **Prevention** - We will work with our partners and providers to help prevent poor health starting early in families, children and young people.
- **Partnership** - We will work closely with our partners in health, local authority and voluntary sectors to ensure a holistic approach to promoting health and equality in the community.

### CCG Authorisation Process

As part of developing the new organisation, the CCG has to go through an Authorisation Process. This ensures that the organisation is fit for purpose and meets all the necessary standards.

On the 31<sup>st</sup> October the CCG received a visit from the NHS Commissioning Board as part of the Wave 2 Authorisation. We are pleased to advise that out of 119 marking criteria, the CCG received 117 green and 2 red. This was really good news that the CCG is well on track towards being an authorised organisation.

One of the areas of strength was highlighted as “engagement with patient groups, particularly hard to reach patients”. We will continue to build upon our engagement activities. The final authorisation will take place in January, meaning we will then be ready to take over from NHS Walsall in April 2013.

## Walsall CCG Governing Body Meeting Dates

Every two months the CCG Governing Body holds a public meeting. This is open to members of the public and local stakeholders to attend.

Dates	Time	Venue
Thursday 24 <sup>th</sup> January	3.00 pm	Jean Beeley Conference Room, <b>Blakenall Village Centre, Thames Road, Blakenall, Walsall, WS3 1LZ</b>
Thursday 28 <sup>th</sup> March	3.00 pm	Jean Beeley Conference Room, <b>Blakenall Village Centre, Thames Road, Blakenall, Walsall, WS3 1LZ</b>

The agenda and papers will be available on the Tuesday before the meetings on [www.walsallccg.nhs.uk](http://www.walsallccg.nhs.uk)

If you have any questions to ask the Governing Body, we would appreciate it if you could please send these to us ahead of the meeting by emailing [getinvolved@walsall.nhs.uk](mailto:getinvolved@walsall.nhs.uk) or calling us on 01922 618388.

## New NHS 111 Telephone Number

A new NHS 111 Telephone Number is being introduced early 2013 which will replace NHS Direct.



### What is NHS 111?

- NHS 111 is being introduced as part of the wider revision to the urgent care system to make it easier for patients to access the right service the first time.
- The service will make it easier for patients to access healthcare service when they need medical help fast, but it's not life-threatening.

The new NHS 111 telephone number will go live on 12 March 2013 and will be available 24 hours a day, 365 days a year.

### How will it work?

- NHS 111 will get the caller through to a fully trained advisor, supported by experienced nurses.
- They will ask the caller questions to assess their symptoms and give the healthcare advice they need, or direct them to the right service.
- The NHS 111 Team will where possible, book an appointment or transfer the caller to the people they need to speak to.
- If the caller needs an ambulance, one will be sent just as quickly as if they had dialled 999.

# Patient Reference Group News

## What are GP Patient Reference Groups?

Within each GP practice, Patient Reference Groups (PRGs) have been set up to give patients the opportunity to get more involved in the work of their practice.

Every group is individual and unique to the GP practice. Members work with their own practice to offer patient views on the services that are provided and how improvements can be made e.g. extended opening hours.

Members can also get involved in organising Health Fairs or support the practice by greeting patients attending for vaccinations.

PRGs improve communication between the practice and its patients, through newsletters and word of mouth.

## PRG Chair and Member Training

The first phase of training is currently underway for Chair/Member training for PRGs

The first session was very popular and places are now available for the next three phases in 2013.

The Training covers topics such as:

- The Changing face of the NHS
- The Role of a PRG Chair
- Communication skills
- Personal effectiveness for Chairs
- Basics of commissioning
- Implementing the learning.



First Training Session in November 2012

Elaine Davies attended the first session and said: *“I really enjoyed the course. The tutor was very good and I feel I now know more about the NHS in Walsall. I am looking forward to the next sessions.”*

Each phase consists of six sessions lasting two and a half hours. The sessions are interactive with a relaxed atmosphere.

Module Title	Dates		
	Phase 2	Phase 3	Phase 4
	2 – 4.30pm	6 – 8.30pm	6 – 8.30pm
<b>Session 1</b> – The Changing face of the NHS	4 <sup>th</sup> March	3 <sup>rd</sup> April	3 <sup>rd</sup> May
<b>Session 2</b> – The Role of a PRG Chair	2 <sup>nd</sup> April	1 <sup>st</sup> May	6 <sup>th</sup> June
<b>Session 3</b> – Communication Skills	7 <sup>th</sup> May	5 <sup>th</sup> June	4 <sup>th</sup> July
<b>Session 4</b> – Personal effectiveness for chairs	3 <sup>rd</sup> June	3 <sup>rd</sup> July	15 <sup>th</sup> August
<b>Session 5</b> – Basics of commissioning	1 <sup>st</sup> July	7 <sup>th</sup> August	5 <sup>th</sup> September
<b>Session 6</b> – Implementing the learning	5 <sup>th</sup> August	4 <sup>th</sup> September	3 <sup>rd</sup> October

To book your place, please email [Natalieharding@nhs.net](mailto:Natalieharding@nhs.net) or call 01922 618388.

## Local Patient views given at Locality Meetings

Walsall CCG has an Organisational Structure in place.

In order to feed in patient views into this structure through the four Locality Meetings (Trans, North, West and South East), we will advertise two voluntary roles at each of the Chair and member training.

## Do you wish to receive future Newsletters?

To subscribe to receive future editions of the Walsall CCG Newsletter, [please click here](#) and enter your details, including your email address. If you do not have an e-mail address, please contact us and we will add your details to our mailing list.

## Contact Us and Get Involved.....

Telephone Number: 01922 618388

E-mail your views: [getinvolved@walsall.nhs.uk](mailto:getinvolved@walsall.nhs.uk)

Write to us:

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