



*Surrey Downs
Clinical Commissioning Group*

Improving care together: About Surrey Downs CCG



www.surreydownsccg.nhs.uk

Welcome to Surrey Downs CCG

This booklet explains the work of Surrey Downs Clinical Commissioning Group (CCG). It tells you who we are, what our role is in the NHS and what we want to achieve.

Surrey Downs CCG is an NHS organisation that is led by local GPs, managers and other healthcare professionals. The CCG is responsible for working out what healthcare services are needed by local people and buying those services from hospitals, clinics and other healthcare providers. There is more detailed information about CCGs on the next two pages.

Our vision

We want to ensure the NHS in Surrey Downs offers healthcare that meets the needs of local people, gives patients the best chance of the best outcome when they are ill and helps individuals to stay healthy and live healthy lives.

We will achieve this by putting local doctors and other healthcare professionals in charge of decisions about how NHS services should be organised and always taking into account the views of patients, the public and other partner organisations (such as charities and voluntary organisations).

We will live within our means. The NHS has a limited pot of money to spend. This means we have to work out what services are most important to our local population and how we can 'do more for less' to make sure we are getting the best value for money.

Pictured: Dr Claire Fuller, GP and Surrey Downs CCG Chair and Miles Freeman, Surrey Downs CCG Chief Officer



What are clinical commissioning groups?

In 2013, CCGs were set up by the Government. CCGs are led by GPs, managers and other healthcare professionals who choose and buy healthcare in their areas. There are over 200 CCGs across England. Some serve small communities of around 60,000 people and others serve up to 860,000 people. The Surrey Downs CCG population is almost 300,000 and we have around £320 million a year to buy healthcare for everyone in Surrey Downs.

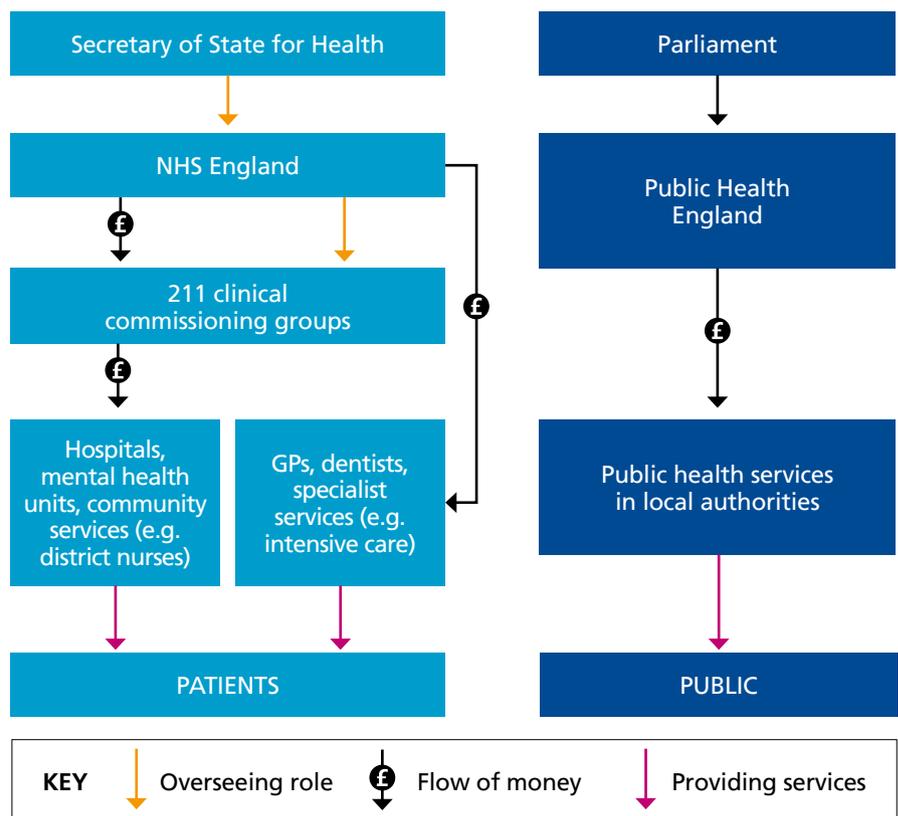
CCGs buy most of the healthcare in their areas except for specialised services, such as those for cancer and military injuries which are bought by NHS England. NHS England also buys 'primary care' from GPs, pharmacies and dentists and health visiting and school nursing services.

How CCGs fit in with the rest of the NHS

Local councils are responsible for "public health" in their areas, helping people avoid getting ill by encouraging healthy living and stopping viruses spreading, for example.

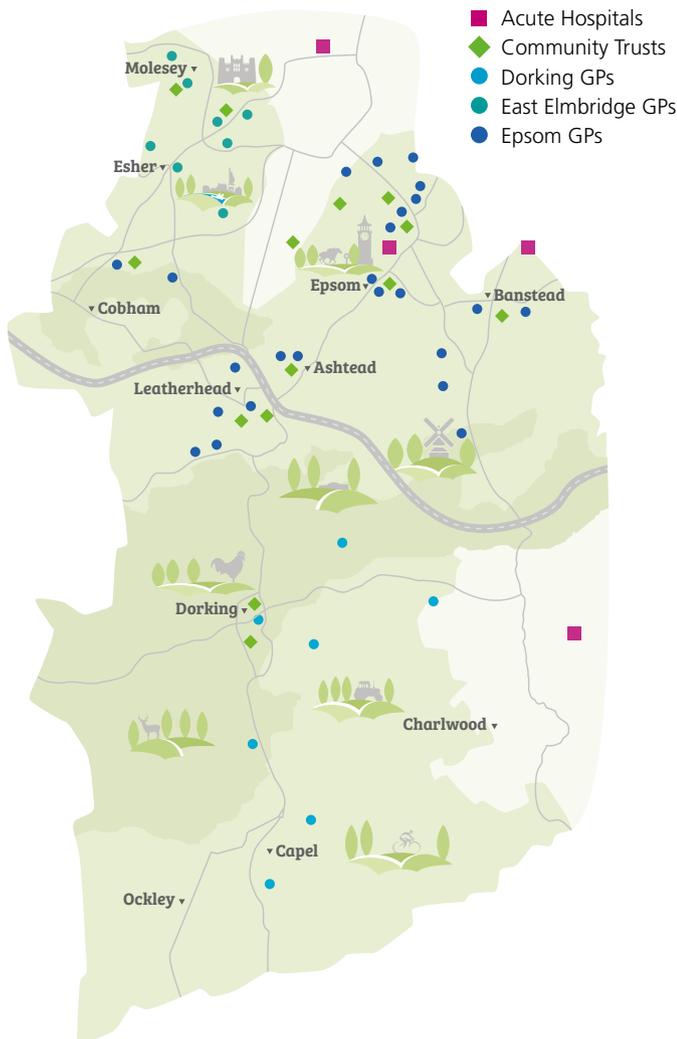
Their Health and Wellbeing Boards talk to patients, CCGs and other public services, such as social care, to plan how to meet local health and care needs by working together.

All our healthcare providers are regulated by the Care Quality Commission, who inspect what they do and make sure standards of quality and safety are met.



Where is Surrey Downs?

Surrey Downs CCG is made up of 33 doctors' practices and serves almost 300,000 people living in Ashted, Bookham, Epsom, Ewell, Banstead, Dorking, Esher, Cobham, Thames Ditton and their surrounding villages.



Meeting local needs

To make sure decisions about which services we buy meet the needs of people at a very local level, we have split the CCG area into three 'localities' – Epsom, Dorking and East Elmbridge. GPs from each of the three localities keep in touch with local communities and partners, and with local needs, and feed these back to Surrey Downs CCG.



Epsom



Dorking



East Elmbridge

To make sure everything is joined up, each of the localities aligns to one of the area's big three hospitals and they are all represented on the CCG's Governing Body.

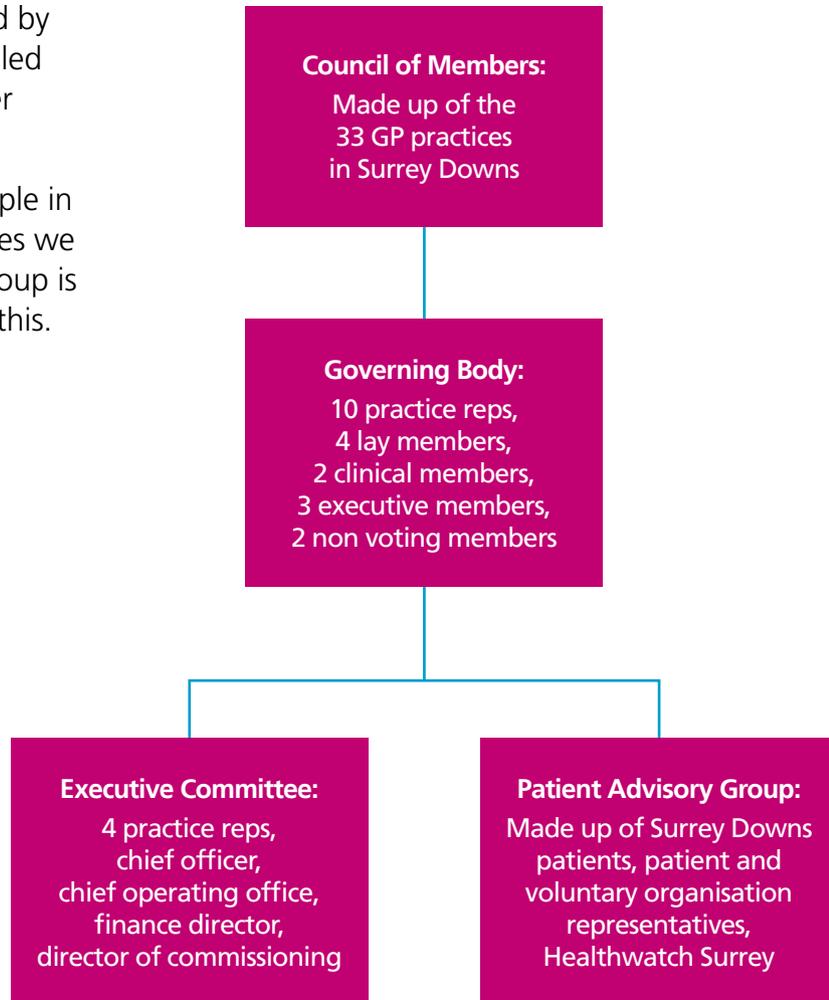
Our three main hospital providers are Epsom and St Helier University Hospitals NHS Trust, Surrey and Sussex Healthcare NHS Trust and Kingston Hospital NHS Foundation Trust, though we buy services from many more, including some specialist providers outside of Surrey.

Who we are

Local GPs and patients are involved in decisions at every level of the CCG. Our Council of Members is made up of 33 local GPs (one from each GP practice in the Surrey Downs area). The Council of Members shapes our vision and strategy, approves our commissioning plans, and decides our constitution.

The Governing Body is supported by an executive management team led by Miles Freeman as Chief Officer accountable for the CCG.

We believe in involving local people in all our decisions about the services we buy, and our Patient Advisory Group is just one example of how we do this. Just get in touch to get involved.





Gavin Cookman, Lay Member for Governance

As Lay Member for Governance, I provide an independent voice on the CCG's Governing Body and its principal committees, to make sure the right controls are in place, and to offer both support and challenge. Drawing upon the experience of non-executives is crucial to good governance in any sector, and is really valued at Surrey Downs CCG.

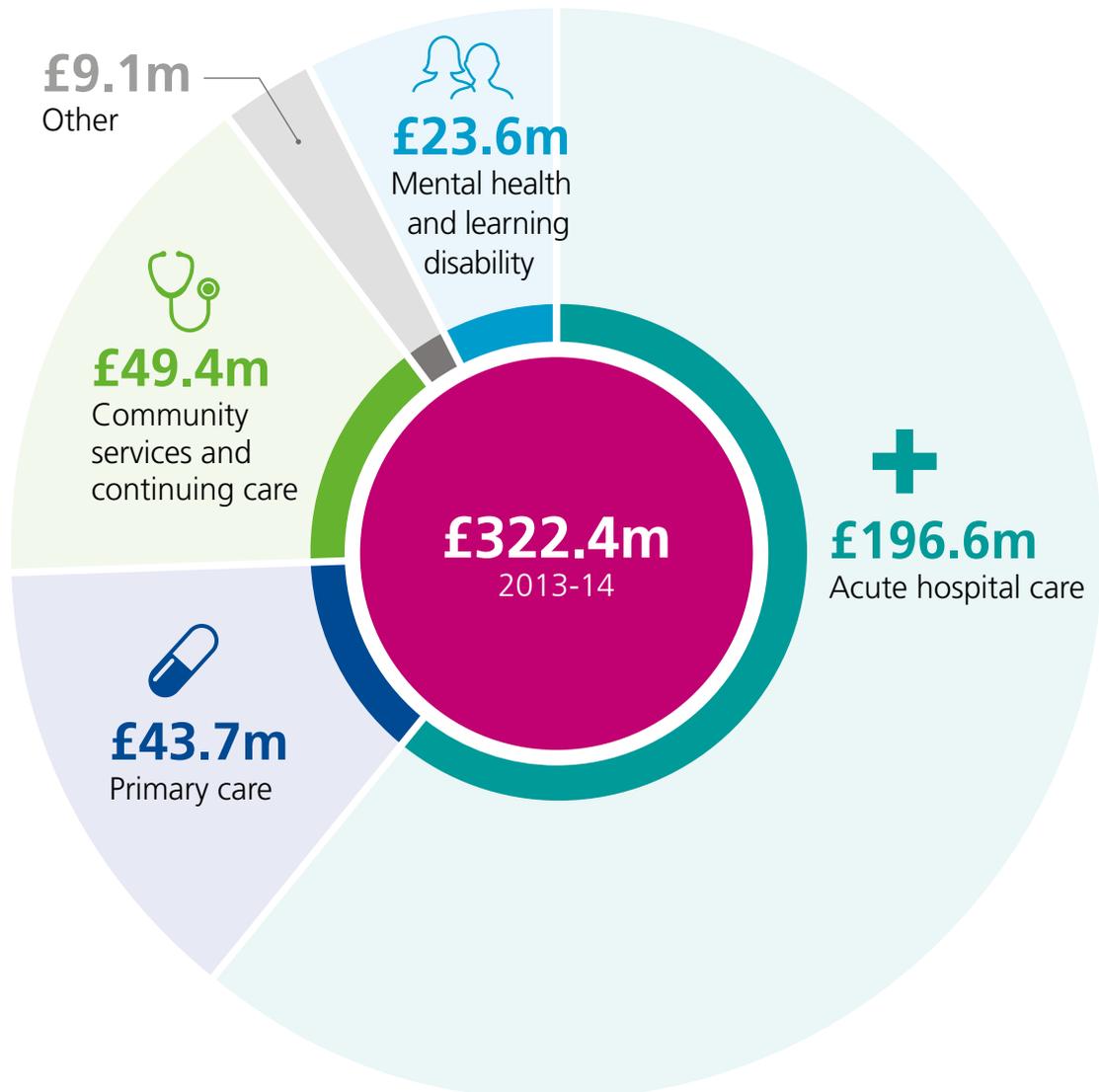
In this role, I've had to use all my professional know-how in financial services, including strategy and risk management, and have been deeply involved in tackling important issues that are close to my heart. As a Type 1 diabetic, and former Trustee of Diabetes UK, I am pleased to have played my part in the CCG's reform in that area.

Diabetes is a big issue, already accounting for 10% of all NHS budgets and its prevalence is expected to double in the next ten years. Before making any decisions, we consulted with all our GPs and held a number of public engagement events in conjunction with Diabetes UK. Despite budget pressures, the CCG has been bold enough to increase investment and put in place a service which will serve patients well into the future.

I'm proud to say that the CCG encourages dialogue and transparency, and genuinely puts the patient first. They want to get it right for patients and the public, so don't be afraid to get in touch about your experiences or to get involved in reform.

How we spend the money

In 2013-14 this is how we spent the £322.4m we had to deliver NHS services for the people of Surrey Downs.



Our health in Surrey Downs

We listen to doctors, patients and those we work with to decide what healthcare to buy. We also use a tool called the Joint Strategic Needs Assessment (JSNA) to look at the needs of our community.



The JSNA tells us that:

- The population of Surrey Downs CCG generally enjoy good health and well-being. For most people life expectancy is higher than average.
- Surrey Downs is relatively wealthy and has a low rate of unemployment. However, there are some poorer areas.
- We have a large elderly population and lots of residents with long-term health conditions. We also have more than 27,000 carers and a high number of travellers and gypsies.

We bear these things in mind when buying healthcare, and also target specific health problems that are common in Surrey Downs – such as cancer, diabetes, dementia and stroke.



Our priorities for Surrey Downs

Enhancing the quality and range of specialist GP services, investing in the management of long-term conditions, improving urgent care services and driving up care standards will enable us to achieve real change for our patients.

In a nutshell our priorities are:

- Making community services and primary care as seamless as possible, especially for frail older people and people with long term conditions
- Encouraging groups of GP surgeries to work together to provide longer opening hours and a wider range of services closer to home
- Providing planned (also known as elective) care and non-urgent care closer to home and improve patient choice of where this care is received
- Ensuring access to a wider range of services outside of hospital for people with urgent, but non-life threatening care needs, and providing treatment in the best facilities for those people with more serious needs
- Delivering enhanced support for those patients who require end of life care
- Improving access to and patient experience of children's and maternity services
- Improving patient experience, outcomes and parity of esteem (making sure that we are just as focused on improving mental as physical health) for people with mental health problems and learning disabilities (including dementia).

You can find out more about our plans in our 'Commissioning Intentions' leaflet



COPD and me – Chris' story

We're investing in the latest technology to improve care for our patients. Chris Rogers, diagnosed with COPD (Chronic Obstructive Pulmonary Disease) in 2011, uses 'Telehealth' technology to manage his condition in the comfort of his own home.

Telehealth operates through a tablet computer, which uses wireless devices to measure and track the patient's health, alerting their nurses to anything out of the ordinary straightaway.

What does Chris make of the technology?

"It's marvellous! Telehealth became part of my daily routine in no time and has given me the confidence to manage my COPD and get on with my life, safe in the knowledge that the nurses are seeing daily information on how I'm doing."

His wife, Anne, agrees: "It helped me to understand Chris's illness and, armed with historic results and new readings, I can now ask informed questions of GPs and the nursing team when we do need some extra help."

It is not always good news, but Chris knows he has professionals looking out for him: "I am making fewer trips to the doctor, and my wife and I now know what to look out for."

95% of our patients using the technology agree with Chris that Telehealth has enabled them to become more involved in their healthcare, and the same percentage would recommend it to others.

Above: Dr Andy Sharpe, GP and Surrey Downs CCG Governing Body lead for Telehealth

Get in touch

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