

Stakeholder briefing – July 2017

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A Healthier Future: Let's Talk

We have launched a consultation with local people about their views on a series of proposals designed to make the best use of the money available to the local NHS, so that we can help as many people as possible to live healthier, longer lives, avoiding preventable illnesses.



These proposals are being put forward by both NHS East and North Hertfordshire and NHS Herts Valleys Clinical Commissioning Groups (CCGs).

Both Hertfordshire CCGs face a range of challenges. The number of people who need health service support is increasing and many people are living longer, often with complex conditions. National and local shortages of NHS staff mean that we have to make sure that doctors', nurses' and other specialists' time is used wisely. Wherever we can, we are trying to make changes in ways which won't affect services for patients - cutting our own administration costs and working with organisations that directly provide services to deliver best value for money.

We also need to encourage people to think carefully about their own wellbeing so that they live healthier lives, avoid preventable illnesses and have the very best chance of recovering well from surgery.

Earlier this year, our CCG carried out a [survey](#) to ask residents their views on how we should prioritise local NHS spending. The results showed that people think it's important to prioritise treatments that are scientifically proven to be effective, deliver lasting health benefits, improve patients' quality of life and make the best use of NHS resources. We also asked for savings suggestions and we received a wide range of ideas.

Using those ideas from our local population, along with suggestions that have come from other areas – including national consultations and local GPs - we have drawn up some proposals for changes that we would like to ask you about. Our GP board members have also carefully considered these proposals and are keen to hear the views of local people as part of this process.

Our proposals are about:

- Tightening up existing rules so that people who smoke or whose weight is classified as 'obese' are required to make bigger improvements to their health before non-urgent surgery – unless a longer wait for surgery would be harmful
- Limiting the routine prescription of food supplements, as well as medicines and products that can be bought without prescription for short-term conditions and minor ailments
- Restricting the prescribing of gluten-free foods
- Stopping NHS funding for female sterilisation procedures
- Reducing or stopping the availability of NHS-funded IVF (in vitro fertilisation) and specialist fertility services except in exceptional circumstances. West Essex CCG is also consulting its residents on this issue.

We will be working with Healthwatch, Patient Participation Groups, local community and voluntary organisations and special interest groups to make sure that as many local people as possible contribute their views before the consultations close on **14 September**.

The easiest way to find out more and give your views is by completing the online consultation questionnaire at the following web address: www.healthierfuture.org.uk/NHSletstalk

If you want to view the proposals on IVF and complete the online questionnaire specifically on that area then please visit: www.healthierfuture.org.uk/IVF

We are holding public events across our CCG area; please click on the links below to register your attendance at any of the following events:

- [Tuesday 18 July, 7pm to 8.30pm - Hertford: St Andrew's Centre, St Andrew Street, SG14 1HZ](#)
- [Wednesday 19 July, 5.30pm to 7pm - Bishop's Stortford: The Apton Centre, 22 Apton Road, CM23 3SN](#)
- [Thursday 20 July, 1.30pm to 3pm - Stevenage: Stevenage Arts and Leisure Centre, Lytton Way, SG1 1LZ](#)
- [Thursday 31 August, 6pm to 7.30pm - Broxbourne: Hertford Regional College, The Springs, EN10 6AE](#)

- [Tuesday 5 September, 7pm to 8.30pm - Letchworth: Venue](#) to be confirmed
- [Wednesday 6 September, 6pm to 7.30pm - Welwyn Garden City: Focolare Centre, 69 Parkway, AL8 6JG](#)

We will also be attending community meetings and running an extensive social media awareness campaign, and will be asking our partners and stakeholders to join in and promote the consultations. If you would like a member of the team to attend a meeting and present or answer any questions regarding the topics in this consultation then please use the contact details below.

Please get involved, taking part in the consultations yourself and encouraging others to do so. Your views will help inform our decisions about these proposals. If you are responding on behalf of an organisation we will include your organisation's name in the final report on feedback, which will be presented to the boards of both CCGs later this year.

If you or someone you know would like to receive the consultation document in large print, easy read, audio or braille; or want it to be translated into a different language, please call 01707 685140 or email communications@enhertscg.nhs.uk

We will publish details of the decision-making timetable over the summer.

New Integrated Urgent Care service launches

This week, a new 'Integrated Urgent Care' service launched across Hertfordshire. The county's two CCGs have worked together to commission the new service, which aims to give patients quick and easy access to urgent medical care.



The service is being provided by local social enterprise [Herts Urgent Care](#), which has been successfully running the NHS 111 and GP out-of-hours services in Hertfordshire for a number of years.

Patients will continue to dial the NHS 111 number they are familiar with, where they will now be able to speak to a much wider range of clinicians than before. So as well as GPs, there will be nurse prescribers, dentists, pharmacists and mental health professionals in the contact centre waiting to give advice. This improved range of specialist advice should mean that fewer patients have to wait to be called back by a clinician – the vast majority of people will get the expert advice they need or their 'out of hours' appointment booked when they make their initial call.

Hertfordshire marks Infant Mental Health Awareness Week by pledging more training



Hertfordshire is the first county to fund infant mental health training for all kinds of different professionals who work with new parents, parents-to-be and young families.

Over the last year, as part of Hertfordshire's child and adolescent mental health services (CAMHS) transformation, Hertfordshire's two CCGs have funded 120 places on a 16-week training course in infant mental health. The course teaches how parents' behaviour and emotional wellbeing affects their baby's emotional development, wellbeing and mental health.

Graduates have included GPs, midwives, social workers, health visitors and children's centre staff. During Infant Mental Health Awareness Week (12-16 June) we announced our plans to offer more training spaces on an online course, called Infant Mental Health Online (IMHOL) run by the University of Warwick.

Tracey Oliver, staff nurse at Hertfordshire Partnership Foundation University NHS Trust's Thumbswood mother and baby unit in Radlett, which supports mums and their babies after they've experienced mental health issues, said the course had "opened her eyes", and the unit is rolling out the training to all staff.

"The key thing I took away from the training is the importance of the relationship between a mum, or mum and dad, and their baby. In the past, we'd always been more focused on the mothers' mental health," she explained. Understanding why things happen and what we can do to improve relationships benefits the whole family, and improves the baby's future mental health as well."

Local care home scheme wins national award

Our care home improvement programme that helps support frail, elderly residents in east and north Hertfordshire won a top healthcare award recently.

Developed with our partners, Hertfordshire County Council and the Hertfordshire Care Providers Association, our local specialist training for staff in care homes was judged the best entry in the workforce development category at the Health Service Journal's 'Value in Healthcare' awards 2017.



Training is a crucial element of our care homes improvement plan, which aims to support frail, elderly residents to stay healthy and independent in high-quality homes. Through a specially developed and funded training plan, we are reducing falls in care homes, avoidable A&E visits and hospital admissions.

"We are so delighted to have won this award," said Sharon Davies, Chief Executive of HCPA, on

behalf of the partnership.

“Our specialist trained ‘Complex Care Champions’ in our care homes have worked so hard to improve the health and quality of life of residents. This award demonstrates how they are leading the way in delivering excellent care and recognises their commitment and enthusiasm, which is helping to make a real difference to elderly residents.”

Diabetes UK Award



Two patient volunteers for East and North Hertfordshire CCG have received regional awards from the national charity, Diabetes UK, for their work in supporting others to live with the illness.

John Battersby from Bishop’s Stortford and Peter Wilson from Welwyn Garden City, (pictured centre with David Robinson from Diabetes UK and Beverley Flowers), were acknowledged for their efforts in organising Type 2 diabetes education events in their areas with support from the CCG’s engagement team as well as local GPs and Practice Nurses.

The judges were particularly impressed with their efforts to help patients who were previously unsupported, and felt that the impact of their work has been significant for the community. The pair will now go forward to the national awards (to be held on 5 July, in Birmingham) where they will be placed against nine other regional award winners in the same category.