

## **Briefing for the Health and Wellbeing Select Committee Meeting**

**Wednesday 27 September 2017**

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### **1. A&E performance**

In July over 94 per cent of patients were seen in A&E within the four hour target wait. However in August this dropped to 90.6 per cent and unverified figures for September indicate a further decline. Working with the Royal United Hospitals Bath NHS Foundation Trust (RUH), Virgin Care, the South Western Ambulance Service NHS Foundation Trust and many other providers we are beginning our preparations for winter to ensure we can maintain patient safety and performance over the coming months.

### **2. GP Survey Results Summer 2017**

GPs in Bath and North East Somerset have once again come top of a nationwide patient survey for patient experience.

The July GP Patient Survey showed that 93 per cent of the almost three thousand B&NES residents who took part in the survey in January 2017 rated their experience at their GP surgery as 'good'. This compares with a national average of 85 per cent.

The continued positive results that B&NES GPs achieve in this survey despite the exceptional pressures on their time and services is testament to GPs commitment to the quality of patient care.

### **3. GP appointment booking survey**

We conducted a survey from July to August to find out how residents of B&NES prefer to book GP appointments and what they think about the different options available to do this. We also asked for general feedback about booking appointments that we will use to improve current processes and better promote them locally.

The survey was available in online and paper format and was given to GP practices to be shared with patients. We also promoted the survey directly with the public via our social media channels and those of Healthwatch B&NES, and discussed it with the CCG's patient and public involvement group 'Your Health, Your Voice'.

A total of 473 people filled in the survey and the results show that booking appointments over the telephone – person-to-person – is the most popular option, followed by online booking via a website.

Just under half of respondents felt that having the option to book online was very important to them, while only 10 per cent felt that automated telephone booking was very important.

#### **4. Urgent Care Centre**

At the start of August 2017 we appointed the RUH and B&NES Enhanced Medical Services to run the Bath-based Urgent Care Centre after a rigorous procurement process.

The partnership will take over responsibility of the centre from May 2018, and will work closely with B&NES Doctors Urgent Care – which currently runs the service – to ensure a smooth transition.

This appointment helps further our goal of joining up urgent care services across the region, including the Urgent Care Centre, NHS 111, the local ambulance service and GP out-of-hours services. This will ensure patients receive the right care, in the right place, at the right time and that pressure on the emergency department can be minimised.

#### **5. Helping patients get fit for surgery**

From next month we are making changes to the fitness programme we currently provide for patients needing hip or knee surgery. Currently patients undertake a programme of exercise and physiotherapy which helps them get fitter for their operation. Over 40 percent of participants see such an improvement they no longer require surgery. From October the programme will be extended by up to three months to include weight management support for those with a body mass index (BMI) of 30 or more and smoking cessation advice for smokers.

High BMI and smoking are amongst the biggest risk factors for morbidity in England and have a significant impact on people's health and wellbeing.

One of the ways to improve health and wellbeing is to increase the number of people accessing smoking cessation and weight management services, and evidence suggests that the point of referral to surgery is an opportune moment to encourage people to uptake referrals to these services.

Evidence also suggests that patients who smoke and/or are obese are at higher risk of surgical complications when compared to those who don't smoke and are a healthy weight.

The CCG and Council have a key focus on preventing ill-health by helping people stay healthy and reducing average obesity and smoking rates. This initiative supports that aim whilst also encouraging residents to take greater responsibility for their own health.

We plan to roll the scheme out to other surgical procedures next year following consultation with the public about our plans which begins at the start of October.

## **6. NHS England consultation on prescriptions for medicines of low value**

Residents in B&NES are being encouraged to have their say on draft national guidelines that would cut prescriptions of medicines deemed as being of low priority for NHS funding.

NHS England has launched a formal consultation on new national guidelines which state that 18 treatments – including homeopathy, travel vaccines and herbal treatments (which together cost UK taxpayers £141 million a year) should no longer be routinely prescribed by GPs.

The consultation also seeks views on the prescribing of products for minor self-limiting conditions which are readily available over the counter, at supermarkets and other retailers, often at a lower price than the cost to the NHS. The products include cough mixture and cold treatments, eye drops, laxatives and sun cream lotions.

The consultation closes on 21 October and once the feedback has been analysed we can expect to receive new guidance to inform our decisions about changes to our local prescribing policies.

Following consultation locally in B&NES in 2016, we have already made some changes to our prescribing policies for gluten-free foods for patients with coeliac disease and two types of over-the-counter products – antihistamines and painkillers where they are used to treat minor, short-term ailments.

Information about the consultation is available via our website [banesccg.nhs.uk](http://banesccg.nhs.uk) or [here](#).

## **7. John Moon joins our Board**

There are some changes to our Board to share with you. Helen Harris has stepped down as practice manager representative and John Moon, practice manager at St Augustine's in Keynsham has been voted in by our members to take on Helen's role from October. Dr Jonathan Osborn has also resigned from the Board as he is moving to a new practice in Wiltshire. Helen and Jonathan have made an invaluable contribution to the CCG and ensuring primary care is a key priority for us and we would like to thank them both.