

# ANNUAL REPORTER

FREE



North Yorkshire  
Clinical Commissioning Group

Summary of our achievements during 2019-20

## BIG CHANGES TO NHS COMMISSIONING IN NORTH YORKSHIRE

**T**HREE North Yorkshire clinical commissioning groups (CCGs) have been disestablished and a new entity created. NHS Hambleton, Richmondshire and Whitby CCG, NHS Harrogate and Rural District CCG and NHS Scarborough and Ryedale CCG were replaced by NHS North Yorkshire CCG on 1 April 2020. We welcome NHS England's decision and the benefits it will bring to the people of North Yorkshire. As a single organisation we can:

- Eliminate unnecessary duplication and bureaucratic boundaries to work more efficiently together and with our partners
- Ensure consistency of decision making for the people of North Yorkshire
- Develop a unified approach to relationships with the new North Yorkshire Primary Care Networks
- Provide a more agile and responsive service which maintains a local focus but enables us to obtain better value for money by commissioning at scale
- Reduce administrative costs to enable more investment in front line health services
- Share good practice and adopt the best from each of the three existing CCGs
- Speak as a unified commissioning voice for the benefit of our local population
- Work more strategically on a larger footprint with local and regional partners

The reorganisation followed reviews carried out by each of the three former CCGs and builds on work already started to improve the way CCGs work together and



deliver for local people. A single leadership team was appointed in 2018, following decisions by each CCG's governing body.

Charles Parker, GP and Chair of NHS North Yorkshire CCG said the new organisation "retains the existing commitment to strong clinical leadership and focus on the needs of local people, drawing in best practice from learning across North Yorkshire". He added: "North Yorkshire will continue to have a strong clinical voice and ensure patients' views are represented."

Amanda Bloor, Accountable Officer for NHS North Yorkshire CCG, said: "A single commissioning voice makes it easier to reduce some of the health inequalities across the county and respond consistently to the needs our population. It also enables us to work more efficiently and at scale freeing up resources for front line services."

### Don't miss out: stay in 'The Loop'

THE Loop is a virtual engagement network of patients, carers and the wider public with interests in health services funded by NHS North Yorkshire CCG.

If you live in North Yorkshire or if you are a patient registered at a GP practice in North Yorkshire, you can sign-up. It's free to join and you get first-hand information about the work of the CCG and developments to health services across North Yorkshire.

We currently have almost 300 Loop members and we want to continue to expand our network so that we can listen to the views of people from the different communities we cover.

As a member you will: receive a monthly stakeholder newsletter (electronically) with the latest news and events and have the opportunity to contribute your views via surveys, focus groups and conversations and events and meetings.

You can join the loop by filling out the registration form on the NHS North Yorkshire Clinical Commissioning Group [website](https://www.northyorkshireccg.nhs.uk).





# Engagement ‘in practice’

NHS North Yorkshire CCG is committed to developing our engagement with GP Practice Patient Participation Groups (PPGs).

The CCG will draw together a Patient Partner Network (PPN) made up of representatives from PPGs. The network will be subdivided into three localities to facilitate the focus on local issues: Hambleton, Richmondshire and Whitby, Harrogate and District and Scarborough and Ryedale.

The Patient Partner Network annual cycle will consist of two locality meetings facilitated by the CCG and chaired by the lay member (Spring and Winter).

An annual conference will be held in the autumn, bringing together all of the patient partners from North Yorkshire and will be co-produced by members.

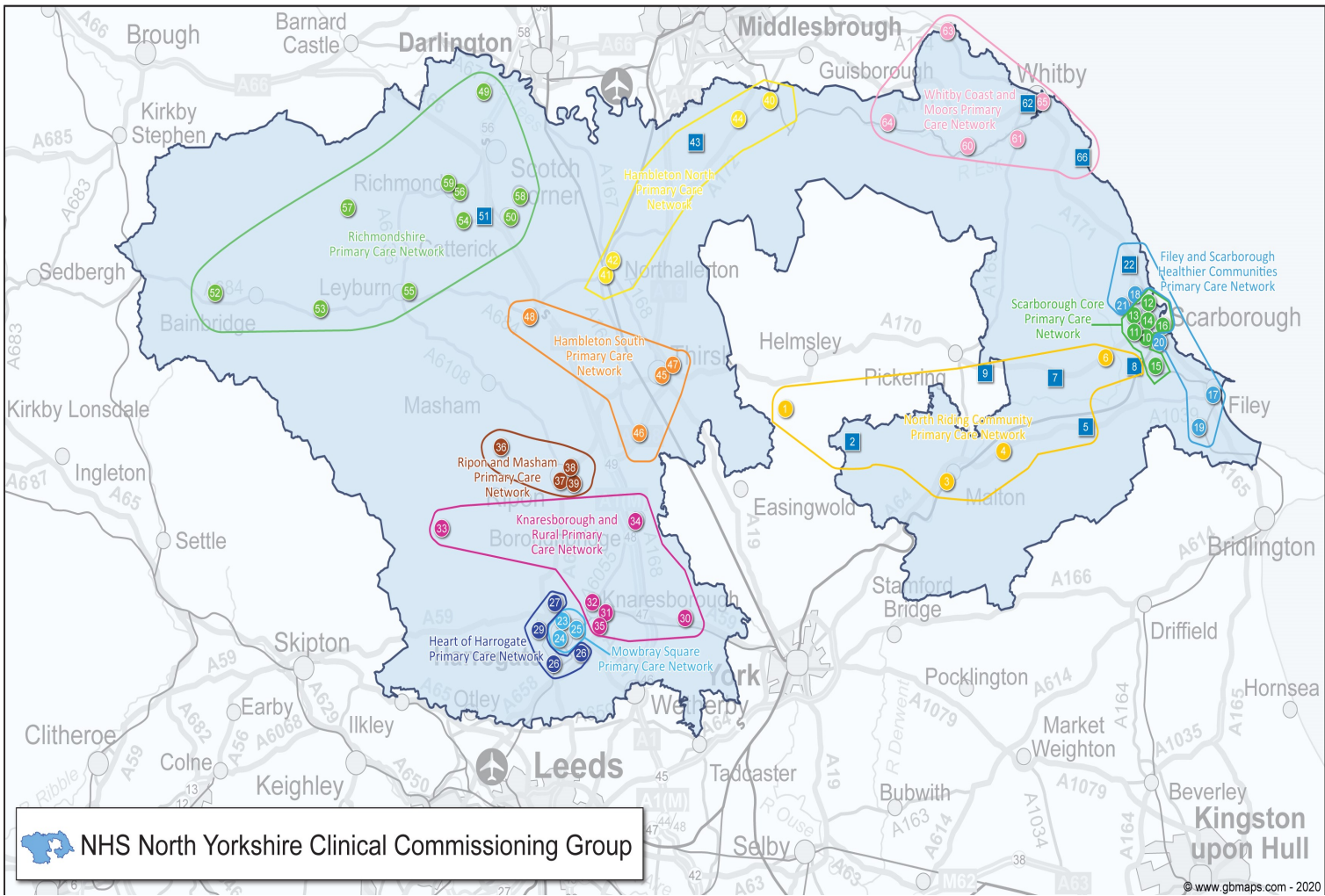
## ‘We are listening’

LISTENING to the views of patients, carers and families is essential to ensuring the health services we commission are fit for purpose and meet the needs of local people.

We are committed to understanding the local community and taking health inequalities into consideration when planning engagement.

We will utilise existing community, voluntary networks and events where possible, with the aim that the CCG will come to you rather than expecting you to come to us.

Our vision is “Working together for healthier lives in North Yorkshire” and putting patients at the heart of our decision making process is paramount.



# Meet NHS North Yorkshire CCG’s Accountable Officer



**T**HIS last year has been a journey of significant change to the way health services are commissioned in North Yorkshire, with NHS Hambleton, Richmondshire and Whitby CCG, NHS Harrogate and Rural District CCG and NHS Scarborough and Ryedale CCG disestablished and replaced on 1 April by a single organisation after our plans were approved by NHS England.

I am excited about the potential of our new unified approach.

The creation of a single CCG for North Yorkshire builds on work started last business year. In 2018 each

of three former CCGs’ Governing Bodies agreed to implement a single management team across the organisations.

A single Accountable Officer has been in place since December 2018 and a full leadership team for the three local CCGs was in place by November 2019. Teams across all three CCGs worked hard last year to identify opportunities to align, eliminate redundancy and plan collectively for the future.

I am strongly encouraged by the transformative work under way to deliver health care collaboratively and consistently for North Yorkshire.

I am looking forward to continuing our work to build strong partnerships, bring patient-centred healthcare into the community, and empower healthy choices across North Yorkshire in the year ahead.

Our accomplishments last year have been achieved through wide and joint collaboration across our individual CCGs, our local, regional and national health and care partners, local authorities and, most importantly, the people we serve.

Thank you all for being part of what we have achieved.





# Funding boost for mental health crisis services

MENTAL health services received a boost in funding across North Yorkshire to provide local people with additional crisis services and alternative places of safety.

Tees, Esk and Wear Valleys (TEWV) NHS Foundation Trust received more than half a million pounds of funding from local clinical commissioning groups (CCGs) to help reduce the impact of mental health crisis on individuals in crisis and wider services, such as the police, ambulance and accident and emergency.

The funding allows the Trust to maintain specialist 24/7 telephone assessment and crisis support, as well as expand existing out of hours crisis cafes in York and Scarborough and introduce new crisis cafes in Northallerton, Harrogate and a mental health first aid response into Selby.

Crisis cafes are generally open in an evening and offer people aged 16 and over a safe and comfortable place to go to receive support when they are in distress. The cafes are supported by trained nurses and support staff who have mental health first aid training, whilst also being linked to local crisis and crisis resolution home treatment teams, so café staff can access a specialist response if needed.

The Trust's existing crisis cafes, The Haven in York and

Scarborough Crisis Café, have been operating since October and August 2018 respectively. Both have been exceptionally beneficial for local people, helping more than 200 people a week to access information and support around crisis prevention, as well as signposting them to and facilitating access to other relevant and appropriate services, agencies and activities.

Liz Herring, head of adult mental health services for TEWV in North Yorkshire, said "This funding is excellent news for local people. We will be able to further meet people's needs, particularly in the evening, which we know can be a challenging time. It not only allows us to invest in crisis cafés, which offer valuable out of hours support and advice, but it also means that we can develop our 24 hour crisis telephone line to further improve the response we can provide to people."

Helen Embleton, urgent care pathways lead said: "Extending the support available to people before and during a mental health emergency will help to make sure individuals receive the right care, from the right people, in the right place at the right time."

## Dr Phil Garnett: gone but not forgotten

**F**RIENDS and colleagues from across North Yorkshire paid tribute to the former Clinical Chair of NHS Scarborough and Ryedale CCG, Dr Phil Garnett, who passed away in January 2020.

Dr Garnett had led the CCG from its formal inception in April 2013 and was still working just a few days before his death. Dr Garnett had been living with cancer.

Friend and colleague, Dr Peter Billingsley, Governing Body member for NHS North Yorkshire CCG, said: "Phil was driven by a burning desire to make the NHS the best it could be and throughout his time at the helm of our organisation – and indeed throughout his distinguished career as a GP – he was determined to secure the best possible services for patients.

"He very much led from the front and was an exceptionally gifted speaker, possessing a wonderful sense of dry humour and wit to match his intellect. Phil was erudite, captivating and charming; and people always listened to what he had to say.

"From a personal perspective, he was always on hand to offer help and advice and I will miss him greatly."

A keen thespian, Dr Garnett qualified as a doctor in Leeds in 1973 and joined Filey Surgery in 1978. He held senior positions with the local



**MUCH MISSED ... Dr Phil Garnett**

Primary Care Trust, Primary Care Group and Saint Catherine's Hospice and was heavily involved in the North Yorkshire Local Medical Committee.

Dr Garnett also worked for five years in secondary care with a focus on paediatrics where he gained a Diploma in Child Health (DCH) from the Royal College of Obstetricians and Gynaecologists and became a Member

of the Royal College of Physicians (MRCP).

Filey Surgery Practice Manager, Carolyn Liddle, said: "Dr Garnett was a GP here in Filey for 40 years and was a much respected and loved doctor."

Simon Cox, the former Accountable Officer of NHS Scarborough and Ryedale CCG and now the Director of Acute Commissioning for NHS North Yorkshire CCG, said: "Phil's desire to see the NHS flourish shone brightly throughout our time together at the helm of the CCG.

"He was a strong and passionate voice for local health services and his commitment to the NHS in Scarborough and Ryedale was unwavering, even when his own health was faltering.

"It was a privilege to have worked alongside Phil.

Dr Charles Parker, NHS North Yorkshire CCG's Clinical Chair, said Dr Garnett had been "indefatigable" in his promotion of primary care over many years and added: "It was a privilege to work with him. Phil was well liked and respected by us all and throughout the local NHS. He was a gentle character and I will miss him."



# Knowing our people



North Yorkshire is the largest county in England covering more than 3,000 square miles. The total population is currently 611,633 people and is set to increase to 620,300 by 2025.

There are more than 50 GP practices across the NHS North Yorkshire CCG region and the surrounding area serving a registered patient population of around 425,000.

Projections indicate that the population aged 85 years and over is expected to increase by approximately 23% by 2025 compared with a 20% increase in Yorkshire and the Humber and England.

Life expectancy for males is 81 and for females is 84 in North Yorkshire which is higher than Yorkshire and the Humber and England. In Scarborough this reduces for males to 79 and for females to 83.

There is a 15 year difference in life expectancy for males between the ward with the lowest overall life expectancy (Castle ward in Scarborough) and that of the highest overall life expectancy (Ripon Minster ward in Harrogate).

For women the ward with the lowest life expectancy (76) is Scotton ward in Richmondshire, whereas women living in Claro ward in Harrogate have a life expectancy of 91.

## Hambleton, Richmondshire and Whitby locality

HEALTH and wellbeing

3.3 to 16.6 years range	Inequalities in male life expectancy
4.0 to 12.2 years range	Inequalities in female life expectancy
48 deaths per 100,000 population	Premature mortality rate due to CHD
13.5 deaths per 100,000 population	Premature mortality rate due to stroke
28.1 deaths per 100,000 population	Premature mortality rate due to respiratory
19.6%	Estimated smoking prevalence
11.9% Obesity prevalence	for people 16+ years old
21.9% Excess weight (overweight and obese)	for Reception year (4-5 years old)
22.3% Excess weight (overweight and obese)	for Year 6 (10-11 years old)

## Scarborough and Ryedale locality

HEALTH and wellbeing

4.7 to 6.5 years range	Inequalities in male life expectancy
3.4 to 5.3 years range	Inequalities in female life expectancy
41 deaths per 100,000 population	Premature mortality rate due to CHD
14 deaths per 100,000 population	Premature mortality rate due to stroke
27 deaths per 100,000 population	Premature mortality rate due to respiratory
17.6%	Estimated smoking prevalence
12.9% Obesity prevalence	for people 16+ years old
22.3% Excess weight (overweight and obese)	for reception year (4-5 years old)
31.6% Excess weight (overweight and obese)	for Year 6 (10-11 years old)

## Harrogate and Rural District locality

HEALTH and wellbeing

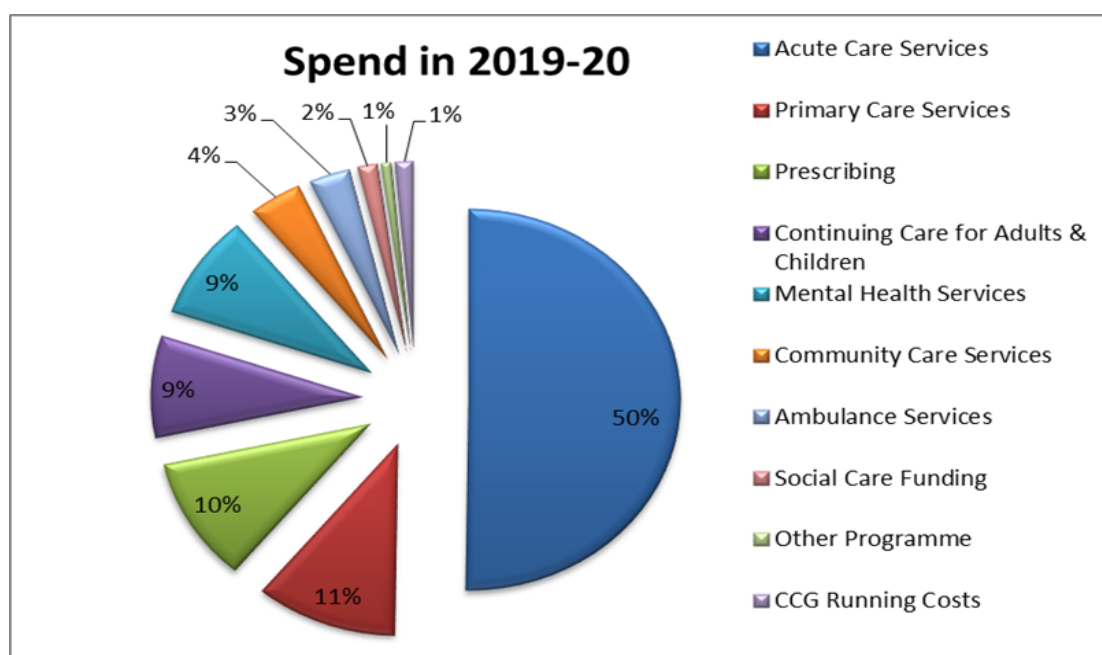
4.7 to 6.5 years range	Inequalities in male life expectancy
3.4 to 5.3 years range	Inequalities in female life expectancy
33 deaths per 100,000 population	Premature mortality rate due to CHD
12 deaths per 100,000 population	Premature mortality rate due to stroke
19 deaths per 100,000 population	Premature mortality rate due to respiratory
13.4%	Estimated smoking prevalence
9.0% Obesity prevalence	for people 16+ years old
22.3% Excess weight (overweight and obese)	for reception year (4-5 years old)
31.6% Excess weight (overweight and obese)	for Year 6 (10-11 years old)



# Clinical commissioning groups' spending in 2019-20

## NHS Harrogate and Rural District CCG

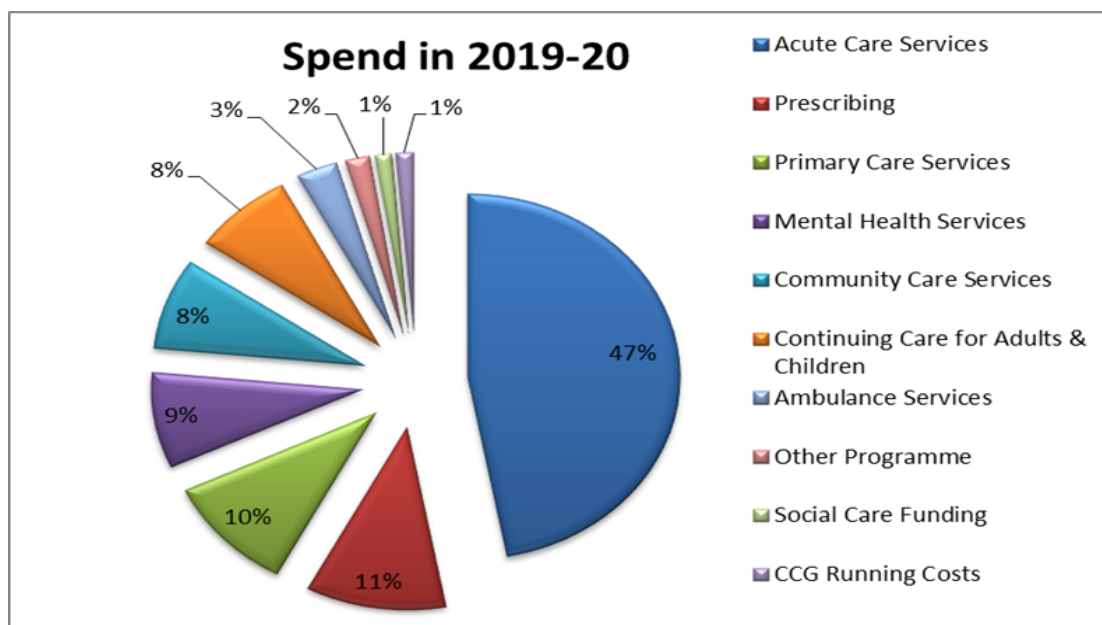
The CCG received a funding allocation of £236.9m in 2019/20 (£227.7m in 2018/19). In addition the CCG received a further non-recurrent £8m allocation called Commissioner Sustainability Funding (CSF) and a further non-recurrent support allocation of £7.4m. The CCG was able to access this additional funding because it achieved its 2019/20 financial plan.



Financial KPIs	Achieved?
Achieved financial plan	✓
Delivered Efficiencies/Savings plan	£3.9m (80%)
Operated within overall budget	✓
Operated within cash limit	✓
Operated within capital limit	✓
Operated within running costs limit	✓
MHIS achieved (subject to review)	✓
Audit opinion on statutory accounts	unqualified
VFM opinion on statutory accounts	unqualified

## NHS Scarborough and Ryedale CCG

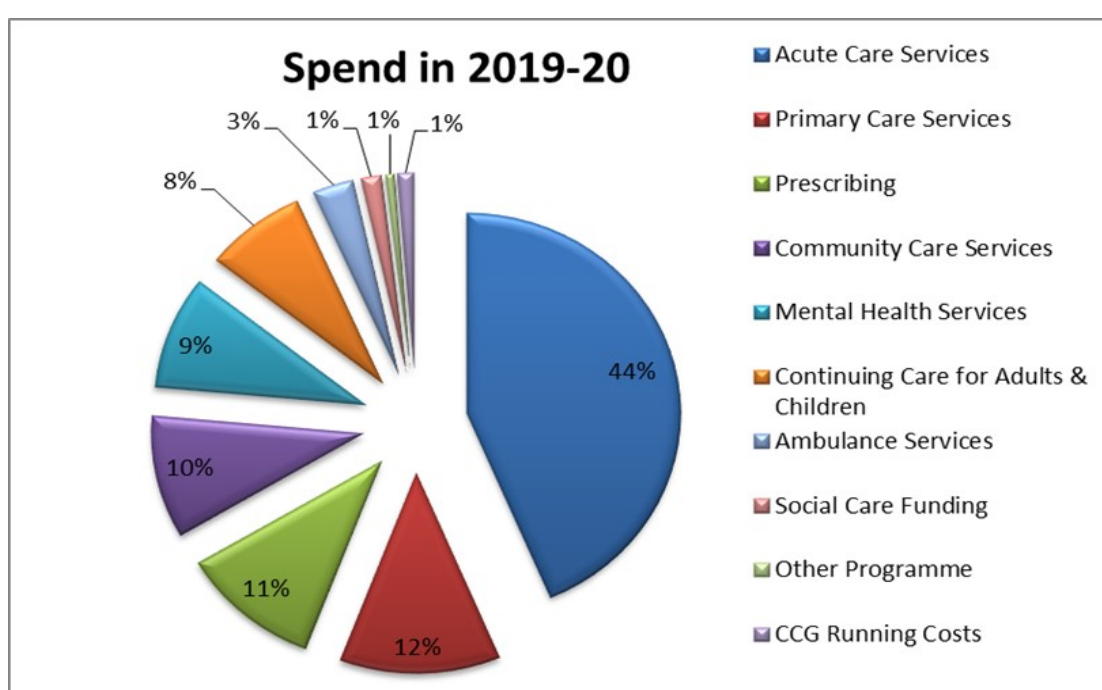
The CCG received a funding allocation of £195.4m in 2019/20 (£186.1m in 2018/19). In addition the CCG received a further non-recurrent £4.8m allocation called Commissioner Sustainability Funding (CSF) and a further non-recurrent support allocation of £4.5m. The CCG was able to access this additional funding because it achieved its 2019/20 financial plan.



Financial KPIs	Achieved?
Achieved financial plan	✓
Delivered Efficiencies/Savings plan	£3.6m (45%)
Operated within overall budget	✓
Operated within cash limit	✓
Operated within capital limit	✓
Operated within running costs limit	✓
MHIS achieved (subject to review)	✓
Audit opinion on statutory accounts	unqualified
VFM opinion on statutory accounts	unqualified

## NHS Hambleton, Richmondshire and Whitby CCG

The CCG received a funding allocation of £228.2m in 2019/20; this included a non-recurrent allocation of £6.6m called Commissioner Sustainability Funding (CSF) (2018/19 £213.4m including CSF £3.0m).



Financial KPIs	Achieved?
Achieved financial plan	✓
Delivered Efficiencies/Savings plan	£3.7m (96%)
Operated within overall budget	✓
Operated within cash limit	✓
Operated within capital limit	✓
Operated within running costs limit	✓
MHIS achieved (subject to review)	✓
Audit opinion on statutory accounts	unqualified
VFM opinion on statutory accounts	unqualified

# 24/7 Urgent Treatment Centre at The Friarage

**T**HE Governing Body of NHS North Yorkshire Clinical Commissioning Group has made a decision on the future of urgent and emergency care at the Friarage Hospital in Northallerton.

Following a temporary closure of the Accident and Emergency Department in March 2019 due to insufficient staffing to deliver a safe service to patients, the CCG opened a formal consultation with local people in September 2019.

The aim was to look at options to deliver a sustainable service for the locality while ensuring safe staffing levels and access to high quality specialist care for those who need it.

Over the 18 weeks of the consultation more than 2,060 people gave their views at public meetings, through online and face to face surveys and at meetings with local community groups.

The public were asked to consider two options:

**Option 1:** A 24-hour, seven-day-a-week Urgent Treatment Centre for adults and children with minor injuries and minor illnesses

**Option 2:** A 16-hour Urgent Treatment Centre for adults and children with



minor injuries and minor illnesses, open seven days a week from 8am to midnight. Both options also included a consultant delivered acute medical service seven days a week, repatriation of patients to the Friarage for care close to home and elective (planned) surgery for day case and short stay inpatients.

Although there was some support for Option 2 when the statistics were shared which demonstrated very low levels of Urgent Treatment Centre attendance overnight, the overwhelming view of those consulted was that the Friarage should offer a 24/7 Urgent Treatment Centre – the model that had been operating successfully since March 2019.

Dr Charles Parker, Clinical Chair of NHS North Yorkshire CCG said: “The CCG reviewed the responses and feedback from the consultation and agreed that Option 1 is the

sustainable way forward for urgent care at the Friarage. Evidence shows that, under this model, nine out of 10 patients will continue to receive their care at the Friarage; we know that the hospital is highly regarded by those who use it.”

CCG Accountable Officer, Amanda Bloor, said: “We want to ensure a vibrant future for the Friarage Hospital as we know local people feel very passionate about it. We feel that by offering a 24/7 Urgent Treatment Centre at the Friarage site this offers patients a balance between safe and effective local care and access to specialist services when appropriate. This option will secure the sustainability of the Friarage Hospital and will keep it at the heart of the local community where it belongs.”

## Preventing abusive head trauma to babies

ON 8 November, the Designated Nurses team in North Yorkshire and York launched a new innovative programme to prevent abusive head trauma injuries to babies caused by shaking. [‘ICON – Babies Cry, You can Cope’ \(ICON\)](#) is an evidenced-based programme designed to help parents and carers understand the normal crying pattern of young infants and to help them develop successful coping mechanisms.

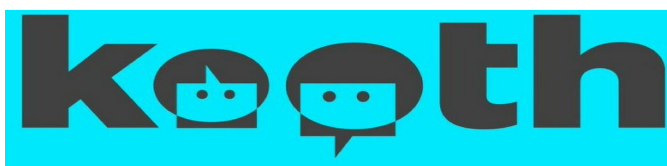
The ICON programme has been initially funded by the North Yorkshire and York CCGs and delivers four simple messages before the birth and in the first few months of a baby’s life, communicated by Midwifery and Health Visitor services.

These ICON messages have been demonstrated to help parents and carers manage the stresses which can be caused by normal infant crying. Midwives, Health Visitors and other professionals across the region have developed ICON expertise to help give parents and carers the tools they need to help keep their babies safe.

## New online mental health support for young people in North Yorkshire

YOUNG people aged 11-18 across North Yorkshire can now access Kooth, a website offering free online counselling and emotional wellbeing support.

Kooth ([www.kooth.com](http://www.kooth.com)), from digital mental health provider XenZone, gives young people instant access to emotional and wellbeing advice and support whenever and wherever they need it. It incorporates self-help articles



and online tools such as a mood tracker, as well as professional online therapy and moderated peer-to-peer forums.

The Kooth service has been commissioned by local mental health

provider Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) as part of its commitment to provide early mental health guidance and support through digital provision.

The service provides a safe environment where young people can chat anonymously and in confidence with qualified counsellors, who are online from noon until 10pm on weekdays and from 6pm until 10pm,



# North Yorkshire Clinical Commissioning Groups back World Antibiotics Awareness Week campaign

THE three former clinical commissioning groups in North Yorkshire backed a national campaign which aims to increase awareness of antibiotic resistance.

'World Antibiotics Awareness Week' ran from 18 to 22 November, targeting the general public, health workers and policy makers to improve awareness and understanding of antibiotic resistance through effective communications, education and training.

Dr Tim Rider, NHS North Yorkshire CCG's GP Prescribing Lead, said:

"Taking antibiotics inappropriately encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness.

"If you or a family member has a cold or flu, antibiotics probably aren't the answer, ask your pharmacist to recommend medicines to help with the symptoms or pain, they are experts in minor illnesses.

"Antibiotics are needed for serious bacterial

infections such as sepsis, pneumonia, urinary tract infections, meningococcal meningitis and sexually transmitted diseases.

"If you are worried you may have something more serious than a cold or flu, speak to your doctor who will be able to advise you on the best treatment option."

With no new antibiotics developed in the last 30 years patients are encouraged only to take them if they need to.

Taking them unnecessarily could make them less effective when fighting serious infections.

Without the effectiveness of antibiotics, routine operations like hip replacements, organ transplants and caesarean sections or chemotherapy treatments will become increasingly dangerous or impossible.

Patients can support the campaign by becoming an '[Antibiotic Guardian](#)'

More information on the campaign can be found on the [World Health Organisation website](#).

# International GP recruitment in Scarborough and Ryedale

**A**CROSS Humber Coast and Vale Health and Care Partnership a pilot recruitment scheme is in the third year of a three year project to recruit 65 international GPs to practices across five CCGs (Hull, East Riding, Scarborough and Ryedale, North East Lincolnshire and North Lincolnshire).

The former NHS Scarborough and Ryedale CCG led on the HCV STP International GP Recruitment (IGPR) programme with the aim to allocate 12 to CCG practices over this three year period. Four GPs from Spain arrived in Scarborough practices in summer 2019, and are all progressing with individual support plans over a six month period, ahead of being assessed so as to ensure they meet the NHSE standards. One more international GP arrived in Quarter 3. In total 14 international GPs may have relocated by January 2020 although more than 50 international GPs remain engaged in the process of studying for the Occupational English Test.

A recent recruitment event in Gijon, Spain in October 2019 has seen keen interest from more than 80



international GPs and further "taster weekends" are being planned.

The scheme has developed close links with medical schools in Spain and two practices have hosted externship placements where a student in family medicine undertakes a placement for a month in a local practice with a view that once qualified would complete the recruitment process and relocate to one of our local practices. One Scarborough and Ryedale CCG practice is now licenced as a Tier 2 employer and has retained a non-EU



GP trainee.

# Mental health review community-focused

**F**ROM June to September 2019, NHS Harrogate and Rural District CCG

and Tees, Esk and Wear Valley NHS Foundation Trust engaged with local people to help develop community mental health services for adults and older people in Harrogate, its surrounding areas and Wetherby, which also receives mental health services from the trust.

Proposals for the future development of mental health services for adults and older people were approved by NHS Harrogate and Rural District CCG. These proposals enable us to maximise patient safety and provide the best possible patient experience, whilst remaining true to our commitment to provide care as close to home as possible.

In the future, when people need to spend time in hospital these services will be provided in a specialist facility in York where TEWV is already building a new mental health hospital (expected to be completed this year). By investing in community services, the aim

## Developing a vision for mental health services in Harrogate and Rural District



is to reduce the number of inpatient admissions as well as the length of time individuals need to spend in hospital (this is what people told us they wanted). The approved approach releases £500,000 per year to invest in community services.

TEWV has already begun looking at how it can improve the way it works to give people the support they need.

We now want to work with local people to develop community mental health services that will support more people to remain in their home environment.

The review was an opportunity to do things differently. In particular, we

wanted to put people at the centre of services and do more to ensure that services are joined-up. We wanted to make sure that the right types of services are available in, or near, people's homes, and we heard from many local people that this is what they want too. We would like to do more to focus on prevention and sustained recovery, with admission to hospital only when it is truly the best option to meet a person's needs.

You can read more about the proposals [here](#).

## GPs no longer 'routinely' prescribe over the counter medicines

HEALTH commissioners in North Yorkshire have been advising patients that GPs will no longer give out a prescription for [certain medicines](#) that are available to buy in a pharmacy or supermarket, for a range of short-term minor health complaints.

Instead, NHS North Yorkshire CCG (and its three local predecessors), say patients can get the advice and medicines they need from their local pharmacy without needing an appointment.

Pharmacy teams can offer help and clinical advice to manage minor health concerns. If symptoms suggest it's more serious they'll ensure patients get the care that's needed.

Keeping a few useful medicines at home means patients can treat common conditions immediately without needing to see a healthcare professional. These could include: painkillers, indigestion medicines, cold and hay fever products, sunblock and after sun as well as basic first aid items.

## CCGs support International Year of the Nurse campaign

NHS Hambleton Richmondshire and Whitby, NHS Harrogate and Rural District and NHS Scarborough and Ryedale Clinical Commissioning Groups (CCGs) backed a national initiative, hosted by NHS England and NHS Improvement, which aims to showcase and celebrate nursing and midwifery. The 'International Year of the Nurse and Midwife' will run throughout 2020 and is a chance to recognise the incredible work nurses and midwives do across health and social care.

Throughout the year, the CCGs—and now the single NHS North Yorkshire CCG—will be encouraging nurses and midwives across the county to share their stories highlighting how they have made a difference to people's lives and celebrate their achievements.

The CCG's Chief Nurse, Sue Peckitt, said: "We have an amazing and diverse nursing and midwifery workforce in North Yorkshire and having had the pleasure of working alongside nursing colleagues for a

number of years, I appreciate how hard they work and know they do everything they can to get the best possible outcomes for patients.

"Being a nurse is a very rewarding and fulfilling career and I encourage all of our local nurses to share their experiences to showcase the brilliant work that they do for patients and the public."

For information on the campaign and how to share a story, visit the [NHS England and NHS Improvement website](#).



# Meet the CCG's Leadership Team

**T**HE composition of NHS North Yorkshire CCG's Senior Leadership Team was finalised over the last 12 months, with appointments made initially to a shared leadership team for the three local CCGs.

**Wendy Balmain** joined the team as Director of Strategy and Integration. Wendy previously served as Director of Transformation and Delivery for NHS Harrogate and Rural District CCG where she was responsible for delivering health care commissioning for the CCG and led work to integrate community and adult social care services. As Director of Strategy and Integration she is responsible for primary care transformation and commissioning, including implementation of primary care networks, and will work closely with partners across North Yorkshire to expand integrated service models.

**Simon Cox** was appointed Director of Acute Commissioning. Simon previously served as Chief Officer of NHS Scarborough and Ryedale CCG. As Director of Acute Commissioning he will oversee the relationship with acute providers and is supporting transformation and service redesign initiatives ensuring that acute care best serves the needs of North Yorkshire.

**Jane Hawkard** was appointed Chief Finance Officer after six years as Chief Officer of East Riding CCG. In her new role, Jane is committed to ensuring a sustainable financial future for the local health economy working with trusts, local authorities and CCG partners.

**Sue Peckitt** became the CCG's Chief Nurse, having worked as Deputy Chief Nurse with NHS Scarborough and Ryedale CCG for six years. Sue is responsible for clinical quality and safety, safeguarding of adults and children, and patient experience. She is committed to working closely with colleagues across the health and social care system in North Yorkshire to reduce health



Clockwise from top left: Wendy Balmain, Simon Cox, Jane Hawkard, Amanda Bloor, Julie Warren and Sue Peckitt

inequalities and improve quality of care.

**Julie Warren** was appointed Director of Corporate Services, Governance and Performance. Qualified in health promotion, Julie strongly promotes being proactive in raising awareness and self-care. She is committed to ensuring local priorities are delivered learning from best practice across the country.

**Amanda Bloor**, Accountable Officer for the North Yorkshire CCGs, said: "I am delighted that we have secured such talented senior leaders to work alongside me as we transform the way we deliver for the people of North Yorkshire."

Amanda herself was appointed as the Accountable Officer for the three North Yorkshire CCGs in December 2018. Prior to this she served as Accountable Officer for NHS Harrogate and Rural District CCG. Amanda is a strong advocate of prevention, self-care and supporting our population to lead healthy lives. She is passionate about mental health services and working in partnership to help achieve the best health outcomes for people who live in our area.

## North Yorkshire Perinatal Mental Health service

THE North Yorkshire and York Perinatal Mental Health Specialist Team commenced service delivery in January 2019. The service model was developed within Tees, Esk and Wear Valleys NHS Trust, and covers North Yorkshire and York locality.

The Service runs on a multi-hub model, with some staff working across the county or into clusters of hubs. Care co-ordinators work into one hub, based locally, and sharing office space with local teams, which fosters good local relationships and ensures practitioners are available and accessible in each area. This has also strengthened working relationships with [Improving Access to Psychological Therapies](#) especially.

Outpatient clinics and group work is available in each locality. Patients are seen in the community, antenatal clinics, Community Mental Health Teams and GP practices.

## Advice for patients from overseas

SOME useful information is available for patients from overseas on the North Yorkshire Partnerships website in their [welcome pack](#) which provides information on living in North Yorkshire, what you need to do, and where you need to go to get help.

The information is available in a range of different languages including: Arabic, Hungarian, Latvian, Lithuanian, Polish, Nepali and Romanian. Please also see useful advice for patients in different languages on the [North Yorkshire CCG website](#).

## New community equipment 'amnesty bin'

A NEW 'amnesty bin' was installed at Harrogate's Penny Pot Lane Recycling Centre to make it easier for people to return loaned community equipment like

walking frames and crutches. It followed talks between [Medequip Assistive Technology Ltd](#) – which issues community equipment to patients on

behalf of North Yorkshire County Council and clinical commissioning groups – and [Yorwaste](#) which manages the area's household waste recycling centres.



# Patient advice campaigns



**Please,  
don't swallow up  
your NHS**

Your GP won't usually prescribe medicines that can be bought over-the-counter for minor health concerns like aches and pains.

You can always get the advice and medicines you need from your local pharmacy without an appointment, saving you time and helping to free up GP appointments for those who need them.

To find out more, visit: [www.prescriptionchanges.co.uk](http://www.prescriptionchanges.co.uk)

Developed by the Clinical Commissioning Groups in Humber, Coast and Vale

**T**HE three former North Yorkshire clinical commissioning groups ran a patient advice campaign by including the artwork you can see above and to the right inside council tax bills delivered to every household in North Yorkshire.

The first piece of artwork is based on a campaign started by Humber, Coast and Vale Health and Care Partnership around ensuring patients are not getting prescriptions for medicines that can be bought over the counter and instead visit their local pharmacy.

The second piece of artwork was developed by the three North Yorkshire CCGs as part of a campaign to help

reduce medicine waste. Wasted medicines cost the NHS more than £300 million each year so patients in North Yorkshire are encouraged not to order prescriptions unless they need them.

Now one organisation, NHS North

Yorkshire Clinical Commissioning Group hopes to continue to work with local councils in North Yorkshire to run similar campaigns in the future.

## Partnership nominated for leadership award

THE Humber, Coast and Vale Health and Care Partnership was shortlisted for a national award in recognition of the strength of its joint working to improve mental health outcomes for its population.

The Humber, Coast and Vale Mental Health Partnership was shortlisted for the Health Services Journal (HSJ) Award for "System Leadership Initiative of the Year". The HSJ judging panel, made up of a diverse range of influential figures within the healthcare community, shortlisted the Partnership despite the tough competition from hundreds of excellent applicants.

The Award recognises the progress made since the Partnership was established to improve mental health services by working together. The Mental Health Partnership has achieved many successes by bringing together all the organisations that are responsible for commissioning ("buying") and providing mental health

services across our region to put in place care that is seamless and built around the needs of individuals regardless of which organisation is responsible for each element of that person's care.

The Partnership's many successes include the development of specialist mental health services for new and expectant mothers across the region and the launch of the Every Mum Matters campaign; ensuring more people are treated closer to home by significantly reducing the number of patients in "out of area" placements; developing and securing funding for a Partnership-wide suicide prevention strategy and securing over £1 million additional funding to support people with enduring mental health problems into employment.

Michele Moran, Chair of the Humber, Coast and Vale Mental Health Partnership Board and Chief Executive, Humber Teaching NHS Foundation

Trust, said: "We are overjoyed to have been shortlisted for another HSJ award. Being nominated for this award highlights the fantastic work that our staff members carry out to transform and improve mental health services, in an area stretching across Northern Lincolnshire, Hull, East Riding of Yorkshire, York and Scarborough.

"As a partnership we have achieved a number of notable successes through collaborative working between partners and this is something that we are all proud of.

"To be nominated is an amazing achievement in itself and, as always, we would like to thank all of our patients, stakeholders, our staff, and those working in close partnership across Humber, Coast and Vale. This is about working together to make a difference for our communities."



# Drive to beat heart disease

**A** NEW website was launched to help improve heart health among people living in Scarborough and Ryedale.

The Healthy Hearts website is designed to help reduce the risk of stroke and heart attack among people considered to be most at risk, and reduce the number of people dying prematurely from cardiovascular disease – a general term for conditions affecting the heart or blood vessels.

The website has been created to help people living in Humber, Coast and Vale – a region which covers Hull and East Yorkshire, North Lincolnshire and North East Lincolnshire, Vale of York, Scarborough and Ryedale, and now Harrogate and District, and Hambleton, Richmondshire and Whitby.

More than 220,000 people in the Humber, Coast and Vale area are affected by high blood pressure, while around three in 10 people (more than 72,000) have undiagnosed high blood pressure. More than 32,000 people living in the area have an irregular heartbeat (atrial fibrillation) and almost 30,000 people have experienced a stroke or mini-stroke.

The Humber, Coast and Vale Healthy Hearts website contains a wealth of information about how people can reduce their risk of developing cardiovascular disease, including advice about healthy eating and



exercise. It also features interactive tools, with users able to use the website to determine their high blood pressure risk.

The website forms part of collaborative efforts by healthcare organisations in the Humber, Coast and Vale area to reduce the number of people suffering from cardiovascular disease. They are committed to improving the health of people who have cardiovascular disease, or are at risk of developing it, as it remains one of the most significant health challenges in the area.

More than a quarter (26%) of all deaths in England in 2017 were caused by cardiovascular diseases, with coronary heart disease and stroke accounting for the majority of those deaths. Cardiovascular disease is one of the main causes of death and disability in the UK, but it can often largely be prevented by leading a

healthy lifestyle.

Dr Greg Black, Governing Body Member for the former NHS Scarborough and Ryedale CCG and Lead for Cardiovascular Disease, said: “Heart disease and stroke are two of the biggest ‘killers’ in Scarborough and Ryedale. Often linked to smoking and obesity, it’s imperative these issues are tackled.”

Alex Seale, Senior Responsible Officer for Planned Care at the Humber, Coast and Vale Health and Care Partnership, said: “The Humber, Coast and Vale Healthy Hearts website will become a key asset for healthcare professionals and patients to help reduce instances of cardiovascular disease in our communities.

“Heart disease remains a significant challenge for health organisations within the Humber, Coast and Vale area but one we are determined to overcome.

“Heart health should be everybody’s concern so visit the [website](#) for information on how you can improve your heart health and take steps to protect against cardiovascular disease.”

## CCGs support ‘Wake Up North Yorkshire’ campaign

NORTH Yorkshire’s Clinical Commissioning Groups (CCGs) backed a North Yorkshire campaign aimed at changing drinking culture and the harm caused by alcohol.

Launched by North Yorkshire County Council, the Wake Up North Yorkshire campaign was developed after research with residents found that more than 40 per cent of 1,000 people who responded to a survey said they drank more than the chief medical officer’s guideline amount for ‘safer’ drinking. That’s regularly



more than six glasses of wine or pints of beer a week, and/or regularly more than three glasses of wine/pints (for women) or four glasses of wine/pints (for men) on any single occasion.

Dr Charles Parker,

Clinical Chair of NHS North Yorkshire CCG, said: “Drinking excessive amounts of alcohol can lead to a number of medical conditions which require ongoing care and treatment and in some cases result in

admission to hospital.

“The good news is that most of the North Yorkshire residents who said they drank more than the safer guidelines are already reducing their drinking, or thinking about doing so in the future.”

For patients in North Yorkshire who want to reduce the amount of alcohol they consume, there’s lots of help available – search ‘alcohol support’ on the NHS website or go to the [Wake Up North Yorkshire website](#).



# Website gives mums a voice

**W**EST Yorkshire and Harrogate Health and Care Partnership (WY&H HCP) launched a new website platform for teams of women and their families, commissioners and maternity staff who are working together to develop local maternity care.

Part of the NHS national Better Births strategy and the Local Maternity System (LMS) action plan, Maternity Voices Partnerships (MVPs) are working groups that operate in the six places that make up the WY&H HCP (Bradford district and Craven; Calderdale, Harrogate, Kirklees, Leeds and Wakefield). People are invited to get involved by becoming volunteers to help with work such as asking for feedback at meetings, which they attend on behalf of their local MVP. All volunteers are fully supported and expenses are paid.

Carol McKenna WY&H HCP Local



Maternity System Programme Lead and Chief Officer for NHS Greater Huddersfield Clinical Commissioning Group and NHS North Kirklees Clinical Commissioning Group said: "Our vision for West Yorkshire and Harrogate Local Maternity System is to provide the highest quality care, information and advice for women, and their loved ones, throughout a pregnancy and whilst planning for a baby.

"Enabling people to tell us what they want and need from the service where they live is important to us and we want to create as many opportunities as possible for them to do that. We are committed to using the real-life experiences of people who use our services to make what we do even

better."

The website also has personal stories from women and their families about their experiences of maternity services in West Yorkshire and Harrogate.

WY&H HCP senior midwife Sarah Bennett said: "Throughout the development of our LMS action plan we have worked with our Maternity Voices Partnerships groups to ensure we are responding to the needs and wishes of the women and families we care for. The LMS has supported the development of new MVPs and is delighted to have co-produced this website with them to share the wonderful work they are doing and to encourage more interaction from the women and families of West Yorkshire and Harrogate."

The Maternity Voices Partnerships website can be found via this [link](#).

## Combating loneliness and social isolation over winter

WEST Yorkshire and Harrogate Health and Care Partnership's community campaign 'Looking out for our neighbours' returned last December to help prevent loneliness and social isolation over the winter.

This phase built on the success of the campaign earlier in 2019 when local people carried out over 46,000 acts of kindness in their local neighbourhoods across Bradford district and Craven; Calderdale, Harrogate, Kirklees, Leeds and Wakefield. 72% of people believed that the campaign has made a positive difference to their neighbours' wellbeing and now the Partnership wants to encourage even more people to get involved.

This is particularly vital during the winter months as people, especially those who are older or vulnerable, can easily become isolated or lonely as a result of bad weather or the added social pressure that comes with the festive season.

According to research from Age UK, more than one million older people say they go more than a month without speaking to a friend, neighbour or family member. In addition to this, in 2018 half a million older people across the UK said they expected to feel

lonely at Christmas time with 230,000 older people who spend at least one day alone over the Christmas period saying that they have no choice (Age UK, December 2018).

The launch of the winter phase of the campaign aimed to once again inspire people to reach out to those who live alone and encourage them to do simple things that will make a real difference to their neighbours' wellbeing. This could be anything from offering to pick up something from the shops when the weather is bad, to gritting their paths and drives, to inviting people who live alone to celebrate the festive season together.

Rob Webster, CEO Lead for West Yorkshire and Harrogate Health and Care Partnership and CEO for South West Yorkshire Partnership NHS Foundation Trust said: "The motivation of all those involved in the campaign was overwhelming. It's heartening to hear what can be achieved when we all come together to offer simple acts of kindness. Many people feel more alone in winter with the long dark nights, especially older neighbours who can go days without seeing or talking to anyone. It's a very sad fact that can easily be sorted by us all

pulling together to do our bit. It can be as easy as saying hello."

Since the launch of the campaign earlier in 2019, 'Looking out for our neighbours' received support from over 350 of high-profile supporters including organisations such as Jo Cox Loneliness Foundation, the Yorkshire Ambulance Service, West Yorkshire Police, West Yorkshire Fire and Rescue Services and high profile sports clubs and celebrities. Jo's sister Kim Leadbeater, Ambassador for The Jo Cox Foundation, said: "Many of us can feel lonely during the winter months; that's why The Jo Cox Foundation is pleased to support the 'Looking out for our neighbours' campaign at this time of year. Along with our own Great Winter Get Together (#mincepiemoments), these important initiatives which encourage people to make connections and look out for each other remind us all that we can make a difference in our communities."



## Investing in healthcare in Catterick

DURING 2019/20 the CCG continued to work in partnership with colleagues from NHS England and the Ministry of Defence (MOD) to develop a sustainable, long term solution for health and care services on the Catterick Garrison site.

The aspiration for the site has been named the 'Catterick Integrated Care Campus'. This project aims to promote modern health services across the whole of the Catterick area including the Garrison and in support of the wider Richmondshire area.

This means creating an active partnership between primary, secondary, community and mental health provision through both the NHS and MOD so that the whole population, armed forces and civilian, experience equal access to high quality services in the most efficient way.

You can read more about the care campus, [here](#).

## North Yorkshire smoking service

NORTH Yorkshire County Council's [Living Well Smokefree](#) has a team of advisors who have plenty of experience in helping people to stop smoking for good. They will see anyone from the age of 12, have community based locations across North Yorkshire and can arrange home visits for people who have mobility issues.

Contact the Living Well Smokefree team for advice about giving up smoking for good. You can call them on 01609 797272 or email on [stop.smoking@northyorks.gov.uk](mailto:stop.smoking@northyorks.gov.uk)

# Redevelopment of Whitby Hospital gets under way

**T**HE redevelopment of Whitby Hospital is finally under way. The redevelopment will result in a new and fit for purpose hospital in Whitby.

The hospital will have inpatient beds, outpatient facilities, diagnostic services such as X-ray, physiotherapy and occupational therapy services and other services to support patients. The facility will also act as a base for community services staff.

The next step in the process will be



planning for the decant of beds from the tower block into the old maternity ward.

Other existing services will continue in the front part of the hospital. This will allow

## Medequip rolls out its mobile unit – and calls on people to help recycle community equipment

THE provider of community equipment in York and North Yorkshire rolled out its mobile exhibition unit – and appealed for people to return any unwanted crutches, walking frames or chair raisers.

Medequip, which provides equipment on behalf of North Yorkshire County Council (NYCC) and clinical commissioning groups in the county, wants to take equipment that's become surplus to requirements and introduce it back into circulation.

Medequip's North East Region General Manager, Steve Smith, said: "The NHS loses hundreds of thousands of pounds every year in the shape of crutches, walking sticks, bathroom aids – in short, all sorts of equipment provided free to help people after accidents or to keep older people independent for longer. We are working with county council and CCG colleagues to try to bring more of this much needed equipment back into



circulation. Most items only need a clean and a check over to be reissued to someone else in need of support."

Dr Charles Parker, Clinical Chair of NHS North Yorkshire CCG, said: "It's a fact that most people don't intend to keep hold of this equipment. In many cases, they're simply not aware of how to return it. Maybe they've mislaid the details, or maybe they have all good intentions to do so and the time has just slipped by.

"If you've got items languishing in your garage, cupboard, shed or attic, here's your chance to do

your bit for the NHS and local council."

There are Medequip drop-off points at Dunslow Court, Eastfield near Scarborough and Manse Lane in Knaresborough and amnesty bins at The Archways in York and York District Hospital, the OT department at the Friarage Hospital in Northallerton and Yorwaste's household waste recycling centre at Pennypot Lane in Harrogate.

Medequip will also pick up some items for free – call 01423 226240 or email [north.yorks@medequip-uk.com](mailto:north.yorks@medequip-uk.com)



# You said...We did



**Scarborough and Ryedale**  
Clinical Commissioning Group

from patients and their families, parents/carers were invited to get involved in information sessions to help develop the ADHD service.

**You said:** "improve access to ADHD services for young people in the Scarborough, Whitby and Ryedale area"

**We did:** In order to provide the best possible care in future we will continue to develop the ADHD service with the involvement of patients and their families. We are in the process of recruiting additional positions in the team. Regular clinics in Whitby and Malton, as well as Scarborough are to be scheduled to support patients in these areas by seeing them closer to home. As well as planning parent and service user groups in order to collaborate with and gain feedback



**Hambleton, Richmondshire and Whitby**  
Clinical Commissioning Group

**You said:** "Ensure sustainability of Urgent and Emergency Care at the Friarage Hospital, Northallerton."

**We did:** Carry out a full public consultation on the future of urgent care at the Friarage Hospital and implemented a 24/7 Urgent Treatment Centre model - the model most preferred by respondents to the consultation.



**Harrogate and Rural District**  
Clinical Commissioning Group

**You said:** "We want greater access to mental health services."

**We did:** Released £500,000 a year to invest in community based mental health services close to home

## Free help and support available from Dementia Forward



You've Got the Rest of your Life to Live

IN 2019/20 people whose lives have been affected by dementia, their families and carers were able to get free help and support from a new service across North Yorkshire. The service is provided by Dementia Forward and is funded by North Yorkshire County Council and the Clinical Commissioning Groups (CCGs) covering the county, as part of their work to help people live

independent, healthy lives for as long as possible. Dementia Forward has been working with the County Council in the Harrogate and Vale of York CCG areas and they will now also cover Scarborough and Ryedale, Hambleton, Richmondshire and Whitby and Craven CCG areas, previously delivered by Making Space. The aim of the service is to help people living with dementia and their

family, friends or carers to feel empowered and informed so that they have choices following their diagnosis. Information, advice and support is provided through a wide range of local services, including a North Yorkshire Helpline; home visits from a trained dementia support advisor; signposting to other sources of help; education programmes and a range of wellbeing and social activities.



April 2019 to March 2020

# NEWS

A combined 52 media releases have been published by the CCGs,

Coverage has extended across print, broadcast and online media.

News coverage has been overwhelmingly positive or balanced.

We share our news with Healthwatch and other stakeholders.

More than 200,000 visits were made to the three North Yorkshire CCG's websites in the 12 months until the end of March 2020.

We're were liked by a combined 1250 people across our three Facebook pages

In the 12 months up until the end of March 2020 the CCGs posted over 4000 tweets. Our three most popular posts covered the Friarage Hospital, medicine waste and NHS111 with a combined total over 500,000 impressions.

**DID YOU KNOW ...** our media releases have covered a wide range of topics, including antibiotic prescribing, self-care, flu, diabetes, suicide prevention and mental health.