

Area Wide Offer – Health

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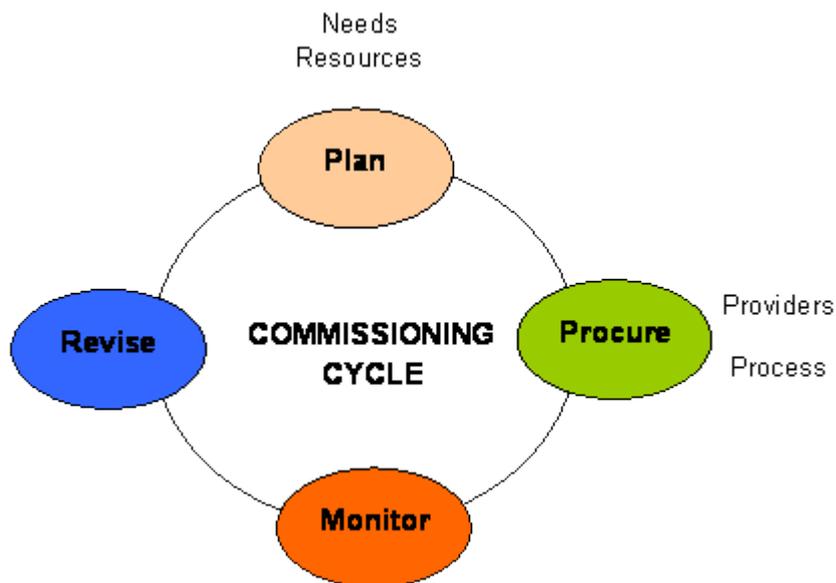
Introduction

Lots of people tend to think that the NHS is one organisation charged with delivering health care for everyone in the United Kingdom. The truth is that the NHS is lots of different organisations trying to work together to ensure that patients' health needs are being met. Broadly speaking, the NHS is split into two types of organisations: commissioners and providers. If you work for the NHS you either work for a commissioning organisation or a provider organisation.

We realise that the NHS is quite tricky to understand structurally. To be honest it is sometimes even difficult to understand even if you work within it. The area wide local offer for health in Hampshire sets out to explain how it works and to demystify some of the processes.

What is commissioning?

Commissioning is a process of defining and understanding local need, and then developing a plan and delivering services to meet the need. Once the services are being delivered then part of the commissioning cycle, is to monitor and review the services, and ensure that they are meeting local need.



From the diagram above, you can see that it is an ongoing process with no beginning and no end. This is why it is often referred to as the commissioning cycle.

Within the NHS there are a number of different organisations that have the responsibility for commissioning health services.

In April 2013 there was a big change in how the NHS was structured.

Clinical Commissioning Groups (CCGs) and **NHS England** became responsible for commissioning health services for children and adults across England.

Previously this had been conducted by one Primary Care Trust (PCT) covering the whole of Hampshire. In addition to this the responsibility for commissioning some health services, including school nurses was transferred to the local authority.

Commissioners always have a defined budget to deliver services, and they must ensure that this money is spent wisely. They award contracts to provider organisations (often called “trusts”) after a competitive tender process. This is to ensure that the contract is awarded to the organisation who can offer the best service at the right price. Lots of contracts tend to be for 3 – 5 years. This means that although Solent NHS Trust currently have the contract to deliver children’s therapies, across the whole of Hampshire, in a few years’ time the contract will be retendered, so a different provider might end up delivering these services.

What is a Clinical Commissioning Group?

You may have heard the above phrase, referred to as a CCG. These are commissioning bodies charged with the design and planning of lots of different types of health services for both adults and children. Please see below for details. They are usually made up of a range of professionals, including GPs, and others from clinical and business backgrounds.

Each CCG has a governing body, which includes a chair and a lay member with a lead role in championing patient and public involvement. Many also have GP leads for children services.

How do CCGs work with the local authority?

CCGs have a duty to cooperate with local authorities and their partners to improve the wellbeing of children in the local authority's area and, where necessary, support local authorities in arranging support for children and families. This includes supporting local authorities, where appropriate, in community care assessments and in supporting local education (for example, to help the local authority in providing support for children with special educational needs).

CCGs are represented on the local authority Health and Wellbeing Board, which promotes joint working between local authorities, the NHS and public health services.

What services do the CCG's commission?

- urgent care (for example A&E, ambulance services), and the telephone 111 service for non-urgent advice (for anyone in their area)
- hospital care (except some highly specialised services)
- community services (for example speech and language therapy, community children's nursing, continence services, some wheelchair services and home oxygen services)
- rehabilitation services (except some highly specialised services)
- maternity and newborn services (excluding neonatal intensive care)
- children's healthcare services (mental and physical health)
- services for people with learning disabilities
- mental health services (including psychological therapies)
- NHS continuing healthcare.

Each GP practice is a member of a CCG.

Hampshire has 5 CCG's.

For details please click on the links:

1) NHS Fareham and Gosport CCG

CCG website: <http://www.farehamandgosportcommissioning.info>

Information pack: <http://www.england.nhs.uk/wp-content/uploads/2013/10/CfV-fareh-gosp.pdf>

2) NHS North East Hampshire and Farnham CCG

CCG website: <http://www.northeasthampshireandfarnhamccg.nhs.uk>

Information pack: <http://www.england.nhs.uk/wp-content/uploads/2013/10/CfV-nrth-est-hamp-farn.pdf>

3) NHS North Hampshire CCG

CCG website: <http://www.northhampshireccg.com>

Information pack: <http://www.england.nhs.uk/wp-content/uploads/2013/10/CfV-nth-hamps.pdf>

4) NHS South Eastern Hampshire CCG

CCG website: <http://www.southeasternhampshireccg.nhs.uk>

Information pack: <http://www.england.nhs.uk/wp-content/uploads/2013/10/CfV-sth-easte-hamps.pdf>

5) NHS West Hampshire CCG

CCG website: <http://www.westhampshireccg.nhs.uk>

Information pack: <http://www.england.nhs.uk/wp-content/uploads/2013/10/CfV-west-hamps.pdf>

Children and young people's commissioning across Hampshire is coordinated by the Children and Maternity Commissioning Team which has a county wide remit for commissioning children's health care. It includes a range of commissioners which work within their CCG areas on local areas and some commissioners who have a county wide remit.

Public Health Services

Public health refers to services which are offered to all people to help them lead healthy lifestyle. Information and advice, monitoring and signposting are all part of the public health offer. From 2015, both health visiting services and school nursing services (both which deliver the healthy child programme) are now commissioned by public health commissioners who sit within Hampshire County Council.

NHS England

NHS England is a national organisation set up to work at arm's length from the Government.

NHS England is responsible for commissioning certain services including:

- primary care services, including GPs, pharmaceutical services, dental services, ophthalmic services (for example, NHS sight tests and optical vouchers)
- some services for members of the armed forces and their families
- services for prisoners or people in custodial settings
- some specialised services.

This offers every child a schedule of health and development reviews, screening tests and immunisations

NHS England also supports improvement in services by promoting quality standards, developing national commissioning guidance and standard contracts.

Further reading: <http://www.england.nhs.uk/>

What is a health provider?

A health provider is an organisation that has the responsibility for delivering health services for a specified group of people. You may have heard the term “trust” when politicians, professionals or journalists talk about provider organisations. Trust in this sense is simply another way of describing a provider.

Health providers are sometimes NHS organisations and sometimes not. For example at the Royal South Hampshire Hospital (RSH) in Southampton, some care is delivered by the NHS, e.g. their walk in clinic, and some of their services are delivered by an organisation called Care UK. This means if you were to have a knee replacement at the RSH, Care UK would be the organisation conducting the surgical procedure and staffing the surgical wards.

You will sometimes hear phrases such as community health providers, or acute trusts. “Acute” usually refers to services provided in hospitals, including inpatient wards. For instance University Hospitals Southampton (UHS) is an acute trust which is a group of hospitals, delivering care in the south west of Hampshire.

Community health providers tend to deliver services away from hospitals, for instance Solent NHS Trust provides community health services including community paediatricians and children’s community nurses. Some trusts deliver both types of services, for instance Hampshire Hospitals NHS Foundation Trust delivers services in the acute sector (Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital) as well as providing community based services for children.

Tertiary is sometimes a phrase that is used to describe highly specialist health services that are provided either on a national or regional basis. For instance Southampton General Hospital (part of UHS) delivers tertiary services for children’s cardiac and neurosurgery care. This means that parents and children living well outside of Hampshire may have their care delivered here.

Below is a list of some of the provider organisations that are commissioned to deliver health services to children and their families living within Hampshire.

- Solent NHS Trust <http://www.solent.nhs.uk/>
- Southern Health Foundation Trust <http://www.southernhealth.nhs.uk/>
- Hampshire Hospitals Foundation Trust <http://www.hampshirehospitals.nhs.uk/>
- Care UK <http://www.careuk.com/>
- Virgin Health Care <http://www.virgincare.co.uk/>
- Sussex Partnership Foundation Trust <http://www.sussexpartnership.nhs.uk/>
- Portsmouth Hospitals’ Trust <http://www.porthosp.nhs.uk/>
- University Hospitals’ Southampton Foundation Trust <http://www.uhs.nhs.uk/>

Outside Hampshire

- Frimley Park Hospital Trust <http://www.frimleypark.nhs.uk/>
- Royal Surrey County Trust <http://www.royalsurrey.nhs.uk/>
- St Richards Hospital <http://www.westernsussexhospitals.nhs.uk/>
- Royal Bournemouth Hospital <http://www.rbch.nhs.uk/>
- Salisbury Foundation Trust <http://www.salisbury.nhs.uk/>

<http://www.nhs.uk/NHSEngland/thenhs/about/Pages/overview.aspx>

Other Useful Information

The Strategic Network for Child Health and Wellbeing in the East of England have published a leaflet which sets out the 6 principles for commissioning and delivering better health outcomes and experiences for children and young people.

http://www.cafamily.org.uk/media/619193/parent_carer_participation_poster_6_principles_for_commissioning_health_services_for_children_and_young_people.pdf

Clinical commissioning group governing body committees: Terms of reference

<http://www.england.nhs.uk/resources/resources-for-ccgs/ccg-tor/>

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx>

NHS Choices

The NHS has developed this website which contains loads of information about the NHS, health conditions and services. It also has a symptom checker and details of lots of common and rarer health conditions. Lots of people find it very useful.

You can use the NHS Choices website to search for local services such as doctor, dentist, hospital, minor injury units, walk in centres. <http://www.nhs.uk/Service-Search>

It also has information about patient rights – and information on waiting times, hospital choice, treatment, consultant choice, GP referrals and outpatient appointments please see <http://www.nhs.uk/choiceintheNHS/Rightsandpledges/Waitingtimes/Pages/Guide%20to%20waiting%20times.aspx>

Healthwatch

Healthwatch is the new independent consumer champion created to gather and represent the views of the public. It exists in two distinct forms – local Healthwatch and Healthwatch England, at national level. The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Hampshire Healthwatch in Hampshire does the following:

- represents the views and experiences of people who use services, carers and the public on the Health and Wellbeing Boards set up by local authorities
- provides information and signposting to people about local health and care services, how to access them and how to find their way round the system
- reports concerns about the quality of health and social care services to Healthwatch England, which can then recommend that the Care Quality Commission take action

For further information please click on this link: <http://www.healthwatchhampshire.co.uk/>