

Your NHS in East Berkshire

Annual Report Summary 2019/2020

This year has been one of the most challenging years in NHS history.

Here in East Berkshire, as well as nationally, we have had to respond to one of the biggest issues that health and care organisations have faced in a generation. We have had to rise to the challenges presented by Coronavirus Disease 2019 (Covid-19), which has changed the way we are able to provide high quality and safe services for local people.

In 2019, we came together with our two neighbouring clinical commissioning groups (CCGs) as the 'Frimley Collaborative' of CCGs to support the communities across East Berkshire, Surrey Heath, and North East Hampshire and Farnham. I am very proud to be the Clinical Chief Officer for this newly formed Collaborative and through our strong partnership and working with our providers, we have been able to respond robustly to Covid-19.



I would like to thank you, your family and friends for your appreciation throughout the start of the pandemic, as you lined the pavements of East Berkshire by taking part in the national clap each Thursday evening. Your heartfelt support to all frontline staff and key workers was very much appreciated during such a challenging time.

I'm delighted to report that in 2019-2020, we were once again rated 'Outstanding' by NHS England and NHS Improvement. We have had another year of success with standout projects that will help make a difference to people's lives, their health and wellbeing. Together, we have made some significant developments and changes for the benefit of our local population this year.

This 'Year in Review' showcases some of these projects and the difference they have made. I would encourage you all to have a read of our Annual Report which includes more detailed information. A detailed presentation can also be found on our website.

We know that 2020 has been, and continues to be, a tough time for us all in the community. Thank you for your continued support in these unprecedented times.



Dr Andy Brooks
Clinical Chief Officer

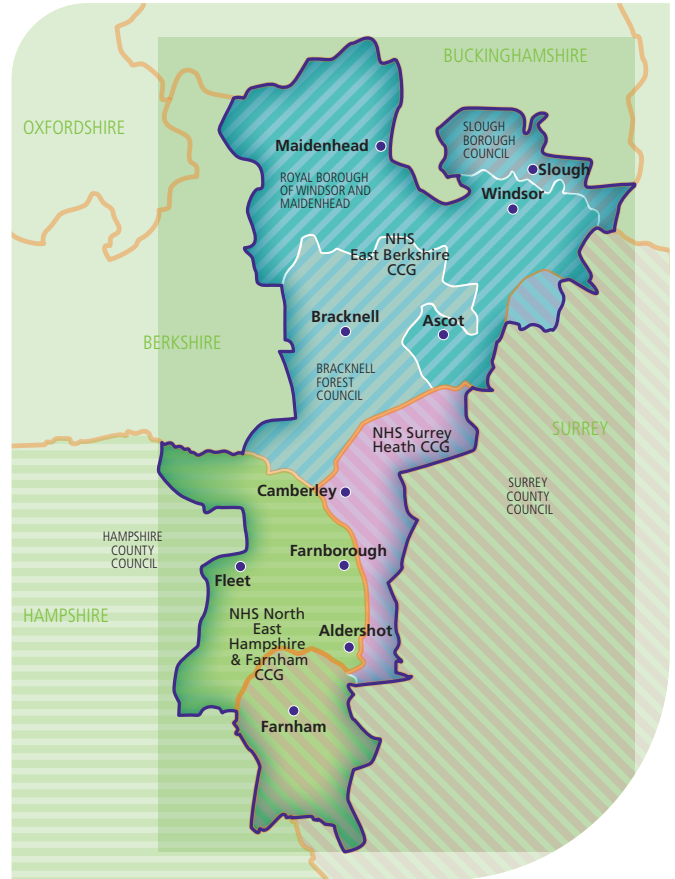
Working together for our local communities

People's health and wellbeing remains at the forefront of all those working as part of the Frimley Health and Care Integrated System (ICS).

The ICS brings together local authorities, NHS organisations and the voluntary sector, to work with local communities and staff to improve the health and wellbeing of people and to use resources more effectively.

This has never been more evident than in recent months, where partnership working has stood strong with everyone pulling together and making remarkable progress to respond to the ongoing Covid-19 pandemic. Rapid changes have been made to some services to ensure patient and staff safety.

Despite real concerns at the outset that health services may have become overwhelmed, the ICS has been able to ensure that patients who have needed urgent hospital care have been able to receive it. This has applied to both Covid-19 and non-related Covid-19 conditions, with the NHS remaining open at all times.



Patients have continued to access GP services albeit in a different way. To protect patients and staff alike, and to tackle the spread of the virus, GPs, practice nurses and other primary care clinicians have massively increased their use of technology – online, phone and video consultations – to ‘see’ patients while complying with the necessary social distancing restrictions.

Traditional models of health care which had needed modernising have transformed at pace, with decisions being made quickly, based on the needs of individuals.

As we enter the next stage of our system-wide response, we will be bringing back services that may have been reduced in light of Covid-19, whilst ensuring that local people feel confident in engaging with the NHS, especially as we enter the winter months.



Our achievements

Supporting the mental health and emotional wellbeing of our young people

Together with our partners we are committed to promoting the mental health and emotional wellbeing of children and young people. Our Young Health Champions (YHC) programme has been rolled out across East Berkshire and in 2020, will be expanded into all secondary schools in Slough and Bracknell Forest and via Youth Groups in Royal Borough of Windsor and Maidenhead.

Visit our website to watch a video and to read more www.eastberkshireccg.nhs.uk/our-work/mental-health-services-18s

#LiftTheBaby for safer sleeping

This film, which aims at cutting the number of babies who die in unsafe sleeping circumstances, won a silver award in the UK Public Sector Communications Awards in 2019, against more than 80 other publicity campaigns. The film reached more than 95,459 people over a month-long facebook campaign, and is now being used across the country by various hospital trusts, as well as shared by midwives across Berkshire. See our website for more liftthebaby.org.uk



Social prescribing

Social prescribers are employed across East Berkshire and take a holistic approach to someone's health and wellbeing and where appropriate, can connect residents to activities and support in the community that may benefit them. They enable patients to self-manage their health and social needs more effectively, therefore reducing the need to make contact with Primary Care and reducing hospital admissions.

Royal Borough of Windsor and Maidenhead (RBWM)

Across RBWM the social prescribing team consists of 6 Social Prescribers. The Social Prescribers are practice based and rotate between their assigned GP sites. They provide support to patients over the phone, in practice and home or community based visits. During the year the team have made approximately 950 referrals.

The key organisations they referred patients to included Citizens Advice Bureau, Carers Break Service – SWIFT, Talking Therapies and the falls prevention service.

During the Covid pandemic the social prescribing team worked with the RBWM Community Response to ensure the local Covid-19 support initiatives had what they needed to support vulnerable people in isolation.

Slough

There are 4 wellbeing prescribers working with Adult Social Care, two of which work directly with two Primary Care Networks who are currently in the initiative: SPINE and Slough Central Network.

The team are also supporting the development of a call centre with Slough Borough Council, providing training to others to be able to provide this essential service.

During this year the team have made approximately 760 referrals to support with issues such as social isolation and loneliness, long term health conditions and mental health.

The key organisations they referred patients to included local health and wellbeing groups (e.g. Apna Virsa, Recycled teenagers), information and advice services (e.g. Slough Advice Centre) and the Community Mental Health Team.

Bracknell Forest

A team of five social prescribers have supported hundreds of people, aged 18 to 96, who have either contacted them directly, or been referred into the service by local GPs. The key organisations they referred patients to include Friends in Need, Signal4carers, Mind and Samaritans.

In light of Covid-19, members of the team have also helped hundreds of Bracknell patients on the NHS shielding list.

What we spent

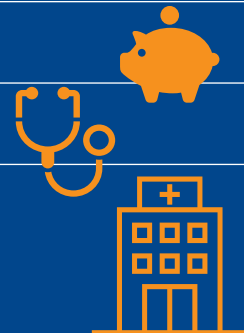


We serve a population of **466,055**



The CCG spent **£632.2m**

Equivalent to **£1,338** for every person registered with our practices



£328.2m is spent on acute hospital services:

- **£239.2m** Frimley Health NHS Foundation Trust
- **£27.9m** for Royal Berkshire NHS Foundation Trust

£85.3m spent on community and mental health services with Berkshire Healthcare NHS Foundation Trust



£51m prescribing spend








Join the conversation


Here at NHS East Berkshire Clinical Commissioning Group we want patients to be at the heart of everything we do. We engage with residents in many ways, ranging from residents being formal members of committees, to attending meetings, focus groups and completing surveys, right through to people keeping

up-to-date via social media, our website, or our newsletters.

For more information on how to get involved and to find out how local people have helped shape our work and your health services to date, visit www.eastberkshireccg.nhs.uk/getting-involved

How to contact us:

-  www.eastberkshireccg.nhs.uk
-  eastberksccg.enquiries@nhs.net
-  Like us on Facebook @NHSEastBerksCCG
-  Follow us on Twitter @NHSEastBerksCCG
-  Follow us on Instagram NHSEastBerkshireCCG

-  **By post:**
NHS East Berkshire Clinical Commissioning Group
King Edward VII Hospital
St Leonard's Road
Windsor SL4 3DP