

# Summary of our Annual Report 2010/11



## Annual report 2010/11 – summary version

This document is a summary version of NHS County Durham's Annual Report for the 2010/11 financial year. You can access the full report via our website – [www.cdd.nhs.uk](http://www.cdd.nhs.uk).

We hope that this summary provides you with a flavor of the work we carry out in commissioning high quality health services for the people of County Durham and Darlington.

### Who we are and what we do

NHS County Durham is a commissioning organisation. This means that we are allocated funds by the government, to commission (purchase) health services for the approximately 600,000 people in County Durham and Darlington. We do this by working jointly with NHS Darlington.

### What is commissioning?

Think of commissioning like your weekly supermarket shopping. You want to buy food of the highest quality, which provides good value for you and your family. We employ similar principles; our aim is to ensure that the health services we commission from providers (such as hospital trusts), within both the public and private sector are of the highest quality and are good value for the money we spend on your behalf.

Our role is to commission healthcare that will improve health outcomes, reduce health inequalities and ensure fair and equitable access to high quality, safe, patient-centred services.

We employed approximately 400 staff and had an annual budget of just under £1 billion in 2010/11 to spend on services for local people in County Durham .

### Health inequalities

The populations of both County Durham and Darlington experience high levels of health inequalities, which includes high rates of heart disease and cancer.

Smoking remains the cause of lower life expectancy and high disease rates. Obesity also poses a major public health challenge and risk to future health, wellbeing and life expectancy.

Significant health inequalities exist between the populations of County Durham and Darlington and the rest of England.

### Our mission and goals

Our mission is to improve the health status of our population. We will do this through the following four strategic goals:

- giving children a better start in life
- helping to keep our public healthy
- ensuring high quality care at the most appropriate time and place
- helping people get the most out of later life.



## Our values

- we ensure that patient safety always comes first
- we fully engage patients, carers and the public in order to commission services that people value
- we fully engage clinicians to ensure that they shape the way health services are delivered
- we make people aware of a choice of services which are designed around the needs of patients
- we shift the balance from treatment to prevention to reduce health inequalities.

## Key developments

**GP-led Commissioning** - County Durham in partnership with Darlington successfully bid to become a GP-led commissioning Pathfinder in December 2010. The County Durham and Darlington Pathfinder for GP-led Commissioning, made up of seven shadow consortia, then began to take forward their dedicated pathfinder projects.

**Public Health, Scrutiny and joint commissioning** - The establishment of a Statutory Health and Wellbeing Board in Durham County Council will promote the joining up of local services, social care and health improvement through a single integrated programme across health and social care.

A new **Public Health Service** will be created and NHS County Durham's health improvement responsibilities will transfer to the local authority at a date

to be agreed no later than 31 March 2013

**Health overview and scrutiny** functions are to be directly undertaken by local authorities. Durham County Council will also have formal scrutiny powers to cover all NHS-funded services.

**Local Involvement Networks (LINKs)** will become the local HealthWatch – an independent consumer champion. We already work closely with Durham LINK and will continue to do so during this transition.

## Managing the transition

During 2011/13 a **Shadow NHS Commissioning Board (NHSCB)** will be established, HealthWatch will be established and SHAs and PCTs will be disestablished. The NHSCB will prepare to allocate funds to GP consortia ready for 2013/14.

**Transforming Community Services** - Following the announcement in July 2010 that County Durham and Darlington NHS Foundation Trust (CDDFT) would become the preferred Management Partner to host the operational management of County Durham and Darlington Community Health Services (CDDCHS), a Transforming Community Services Strategic Partnership Board was established to oversee the transfer process and the ongoing development of community health services.



**Joint Board for NHS County Durham and Darlington** - As from 1 April 2011, NHS County Durham and NHS Darlington established a Consolidated Joint Board known as the 'Joint Board' which continues to be supported by a single management team led by the Joint Chief Executive. This replaces the Integrated Business Board.

## Consulting our communities

This year NHS County Durham has been involved in supporting a number of local consultations including:

- proposed changes to **mental health services for older people** across Darlington and South Durham
- **pharmacy needs** for the future as part of NHS County Durham's work to produce a Pharmaceutical Needs Assessment (PNA) - a 'stock take' of local pharmacy services
- **Safe Durham Partnership Commissioning Strategy for 2011-14 for Domestic Abuse Services in County Durham**, produced with input from service users, service providers and other professionals working with people affected by domestic abuse issues
- **Joint Commissioning Strategy for Long Term Conditions for County Durham for 2011/14** developed between NHS County Durham and Durham County Council. Local people had the opportunity to find out more about the proposals within the strategy and to give comments.

We also encouraged people in County Durham to have their say on the NHS White Paper, *Equity and Excellence: Liberating the NHS*, which set out the Government's long-term vision for the future of the NHS.

## Service changes and developments

The revised NHS Operating Framework for the NHS set out four tests to ensure that service change and reconfiguration was robust and, with a view to the future world of GP-led commissioning proposed in the White Paper.

These tests are:

- support from GP commissioners
- strengthened public and patient engagement
- clarity of the clinical evidence base
- consistency with current and prospective patient choice.

NHS County Durham has ensured that service reconfigurations during 2010/11 have taken account of and fulfilled these four tests.

**Stroke services** - Patients, carers and the public were invited to have a say in how their local stroke services can be improved at an event as part of work being carried out to review a range of care for stroke patients.

**Seizing the Future** - Following support for proposed changes affecting three local hospitals, Bishop Auckland General Hospital, Darlington Memorial Hospital and University Hospital of North Durham we have been working closely with County Durham and Darlington NHS Foundation Trust and local



stakeholders to agree and oversee the implementation of these changes.

**St John's Square Primary Care Centre, Seaham** – the new centre aims to centralise local health care services, including two GP practices into a single, accessible location as part of a wider town centre regeneration scheme for Seaham. The service will also include providing some out-patient and diagnostic services closer to home.

**Wheatley Hill Development** - This development aims to re-provide GP and community health services accommodation and is currently in the planning stage. During 2009/10 NHS County Durham worked with the local community to develop a plan for change for future services/health development for Wheatley Hill and surrounding areas.

**The Durham Dales Integrated Care Organisation (ICO) Pilot** – The pilot was one of 16 across England looking at how health and social care can be more integrated and provide personalised, seamless care services for local people.

**North Easington Older People's Mental Health Services** - Proposals to re-provide in-patient mental health beds for older people from their current location at Cherry Knowle Hospital in Ryhope to Durham aimed to enable greater consistency with out-patient pathways, which currently are provided in Durham.

**Peterlee Big Project** - During 2010/11 we engaged with the local population of Peterlee and surrounding areas of South Easington to understand and identify what services are available in the community setting and determines what else may be required locally.

**User engagement in Shotley Bridge Community Hospital** - We asked for user views on a newly acquired community hospital by NHS County Durham and NHS Darlington during May and June 2010. The feedback was analysed and summarised in a report that was then used as a basis for improvements on site such as increasing numbers of disabled parking bays.

**End of Life Strategy** - We consulted with a range of patients, carers and our local population, voluntary and community organisations and other key stakeholders such as providers and independent contractors on this strategy.

### **Patient Advice and Liaison Service (PALS)**

The PCT is committed to working in partnership with patients and staff to help improve local NHS services and PALS is part of this commitment. PALS provides an informal and impartial way to resolve the concerns of patients, relatives, carers and members of the public.

PALS has dealt with 2,394 queries from patients, carers and members of the public during 2010/11.



## Practice Based Commissioning and GP-led Commissioning

Practice Based Commissioning (PBC) was introduced to enable GPs and practice staff to develop new services and high quality care for their patients by working with other community and secondary care clinicians.

PBC groups work in partnership across Durham and Darlington through six PBC clusters, based in Derwentside, Durham and Chester-le-Street, Darlington, Durham Dales, Sedgefield and Easington has a lead clinical Chair; these Chairs have now been established as clinical leads for GP-led commissioning in each locality as part of the NHS County Durham and Darlington Pathfinder which went live in December 2010.

The pathfinder is made up of seven projects, six of which are geographical, based on the previous Practice Based Commissioning localities. The seventh is led by Intrahealth and looks at a range of issues across County Durham and Darlington.

Areas of work for each project are:

- **Sedgefield** – utilising Sedgefield Community Hospital for delivery of Intermediate Care
- **Easington** – developing COPD and respiratory pathways of care
- **Derwentside** – developing skills and knowledge of the workforce to improve care of patients with long term conditions
- **Durham and Chester-le-Street** – spot purchase of nursing home beds for elderly patients
- **Durham Dales** – planned care

- **Intrahealth** – review of medicines management with their practices
- **Darlington** – developing and commissioning musculo-skeletal services for County Durham and Darlington; streamlining 24/7 unplanned care.

## New NHS 111 service for urgent care in County Durham and Darlington

The views of local people have contributed to the development of a new three-digit telephone number to help patients in County Durham and Darlington to access appropriate healthcare.

NHS 111 is a new telephone number which has been introduced to help make it easier for patients to access local health services. It is for patients who need help fast but isn't an emergency. NHS 111 is available 24 hours a day, 7 days a week, 365 days a year and calls from landlines and mobiles are free.

## Improving health and wellbeing and reducing health inequalities

Over the last year, NHS County Durham has set up a range of initiatives to help our communities lead healthier lives. More information can be found in the Director of Public Health Annual Report for NHS County Durham and Darlington, which is available to download via [www.cdd.nhs.uk](http://www.cdd.nhs.uk)



## 2010/11 highlights

A snapshot of news from the year.

### April 2010

**Healthworks** in Paradise Lane, Easington held a physical activity volunteer recruitment day, which looked to recruit two types of volunteers: 'Buddy' volunteers to support individuals who lack the confidence to take the first step and attend a physical activity class by themselves and volunteer instructors to support the delivery of the wide range of physical activity sessions delivered at the centre.

### May 2010

An innovative DVD about **relationships and sexual health** that supports the development of young people with learning disabilities was launched in Durham.

'*Love Is...*' is an innovative resource, the first of its kind to be introduced across County Durham and Darlington for young people with mild to moderate learning disabilities.

The drama-based film follows the story of Lisa, a teenager who is faced with choices about sex and relationships after falling in love and making mistakes. The DVD is designed alongside a handbook that encourages learners to think about the choices they make about sex and relationships, in a safe environment.

### June 2010

We supported a campaign launched as part of **National Learning Disability Week** that people with a learning disability get the level of healthcare they are entitled to.

To support the campaign, members of the joint County Durham and Darlington Learning Disability Partnership Board's Health Task Group organised a programme of events.

This included a conference on 25 June which brought together 120 service users and health professionals to hear how access to healthcare for people with a learning disability was being improved locally.

From 21 to 25 June, members of the Durham Learning Disability Service User Parliament volunteered on reception at the headquarters of NHS County Durham and Darlington in Durham, where they gained an insight into the role of a commissioning Primary Care Trust (PCT).

### July 2010

**Fuel poverty** might not be a topical issue during the summer, but a Willington GP was urging local people to think ahead and prepare for the winter months. After the harsh winter of 2009, with high levels of snowfall and temperatures well into minus figures, Dr Gareth Chin from the Willington GP practice encouraged people to think about protecting themselves against the cold.

### August 2010

**Community Hospitals** in County Durham received top marks for privacy and dignity, food and environment in a recent round of inspections.

NHS County Durham and Darlington's four community hospitals which have beds all achieved the maximum standard in the recent Patient Environment Action Team (PEAT)



inspections. They are the Richardson Hospital in Barnard Castle, Sedgefield Community Hospital, Weardale Community Hospital in Stanhope and Shotley Bridge Community Hospital.

Managed by the National Patient Safety Agency (NPSA), every year the programme assesses healthcare facilities in England with 10 or more inpatient beds.

### September 2010

**Five Durham villages** were gearing up for a competition to see which can become the healthiest. Local communities in Wheatley Hill, Haswell, Blackhall, Weardale and West Cornforth will take part in NHS County Durham and NHS Darlington's Healthy Villages Project.

They will work together to set themselves health-related goals, with each group allocated a budget to spend on services they think will help them get healthier. A panel of judges, drawn from the villages, the NHS and the scheme designer will assess the activity and award prizes at the end of the project in February 2011.

### October 2010

**A new primary care centre** for the north of Easington District moved a step closer. Following the completion of contracts, the new facility will be in the centre of Seaham and will occupy the site of the former magistrate's court on Viceroy Street. The new facility will offer a full range of primary healthcare facilities to include GP facilities, walk-in centre, therapies, x-ray, audiology and outpatient services.

### November 2010

A project hosted by NHS County Durham and NHS Darlington scooped a national **Health and Social Care Award** for its innovative service, which allows prisoners to be provided with high quality, specialised care within the prison environment.

The North East Offender Health Commissioning Unit (NEOHCU) introduced prison-based outpatient and telemedicine services, which deliver consultant-led care within the prison environment and use technology to provide consultations via video link. Results have been outstanding. The service focuses on the 10 most common specialities used by prisoners (including trauma, orthopaedics and general surgery) and 89% of these are now delivered within HMP Frankland, resulting in savings for the NHS, shortened waiting times, reduced disruption at local hospitals and increased dignity for patients.

### December 2010

Christmas can be a tough time for some people and NHS County Durham and NHS Darlington were asking people not to go through it alone as part of a **suicide prevention and general mental health awareness campaign**. People were asked to **TALK: Tell** someone what you are thinking and how you are feeling; **Ask** them for help, or seek help; **Listen** to advice from others and **Know** who to call in a crisis and keep the number with you at all times.

The campaign involved prominent messages on local radio and newspapers as well as supportive literature distributed to a range of community locations across County Durham and Darlington.



## January 2011

People with **lung conditions** living in the Durham Dales were reminded about the new Breathe Easy support group, which meet in Bishop Auckland on the first Thursday of the month at the town's Methodist Church. The group is a patient-led respiratory support group supported by Caroline Dinsdale, a Respiratory Specialist Nurse.

## February 2011

A group of health professionals in County Durham and Darlington won a North East sexual health award for their efforts in **chlamydia screening**. The team rose to the challenge of the chlamydia testing targets and turned around their performance to exceed the national target in 2010, working through snow and ice to get to sessions arranged in cafes and clubs and working evenings and weekends to reach their target group of teenagers and young people.

Read more in the news section of our website – [www.cdd.nhs.uk](http://www.cdd.nhs.uk)

## Performance

We are continuing to deliver our ten key health outcomes over the next three years with our partners:

- **reducing teenage pregnancy** - reduce teenage pregnancies by 180 in each local area
- **breastfeeding** - increase the breastfeeding rates by 26.9% in County Durham
- **stop smoking** – we aim to have more than 1,000 people quitting smoking in County Durham and Darlington
- **reducing hospital admissions caused by alcohol** - limit the increase in hospital admissions due to alcohol related harm to 606 per 100,000 in County Durham
- **reduce health inequalities** – our aim is to close the gap in health inequalities by 0.4 years
- **reducing deaths from cardiovascular disease (CVD)** - reduce death from cardiovascular disease (CVD) by 45 per 100,000 in County Durham
- **reducing deaths from cancer** – we aim to reduce cancer deaths in the area by 230 patients a year
- **reducing suicide** - reduce suicide and injury rates by 1.2 per 100,000 in County Durham
- **life expectancy** – we want to have added 1.5 years to life expectancy
- **end of life care** - allow 3% more people in County Durham to have the choice to die at home.

## Complaints

During the year we handled and investigated a total of 29 complaints. Of these, 28 related to commissioning decisions/corporate functions and one related to provider services that we investigated rather than the service provider.



## Information Governance and Security

Information governance ensures necessary safeguards for and appropriate use of patient and personal information. We have a strong information governance structure and arrangements in place to support the national information governance agenda.

Performance is measured using the self-assessment information governance toolkit, which is submitted annually. NHS County Durham is currently compliant, achieving 76% against the toolkit standards which achieved the required compliance of a level 2 across the key requirements.

A review of Information Governance policies has ensured current guidance is available to support staff in their role of protecting information.

NHS County Durham is aware of one Serious Untoward Incident (SUI) regarding information governance and security during 2010/11. The Office of the Information Commissioner was fully involved in this case.

## Emergency Preparedness

NHS County Durham has a major incident plan that is fully compliant with the NHS Emergency Planning Guidance 2005 and the Civil Contingencies Act 2004. We have statutory responsibilities to work with partner agencies to identify risks, warn and inform, exercise and produce business continuity plans.

We contribute to multi agency planning through active participation in the Local Resilience Forum as well as

multiagency exercises across a range of scenarios.

## Our estate

In order to deliver a high quality service, it is essential that the trust makes sure all premises are accessible, well maintained, functional and safe. This work is managed by the Estates and Facilities team. To achieve this level of service, 2010/11 has seen investment in both new and existing buildings.

The estates team has taken forward the following activities identified in the Commissioning Investment Assets Management Strategy (CIAMS).

- a garden project at Shotley Bridge Community Hospital has been developed in conjunction with the Community Stakeholder Group and funded jointly by the hospital's League of Friends, local authority and the PCT
- refurbishment of Ferryhill Health Centre
- refurbishment of Shotley Bridge Outpatients department
- redevelopment of Woodlands Community Hall in Kelloe to provide a new health centre as base for primary care and general practice services for this community
- completion of Evenwood Health centre to provide a base for primary care and general practice facilities
- completion of a new general practice facility by Dr Levick in Dipton
- commencement of the construction phase for the new primary care centre at Seaham, planned to complete in May 2012
- refurbishment of Peterlee Community Hospital site.



- Investment into backlog maintenance across the estate to improve the safety and aesthetics of the estate

## Sustainability

All new building schemes led by our estates and facilities management team now adhere to increasingly strict environmental and energy saving requirements.

During 2010/11 we streamlined the estate that NHS County Durham either owns, leases or rents with a view to all staff being based in fewer buildings. This will have a significant impact on energy consumption and business travel.

During 2010/11 we continued to deliver our environmental sustainability strategy by:

- Calculating and monitoring our carbon footprint on an annual basis
- Developing a Carbon Management Plan with the Carbon Trust which aims to reduce the PCT's carbon footprint by 25% by 2013
- Streamlining all carbon reduction projects and reviewing their progress on a quarterly basis
- Updating existing policies to reflect the sustainability and carbon reduction agenda
- Consolidating our electricity and gas suppliers
- Additional investment in waste management and recycling across the PCT estate.

## Finance - how available resources were used

### Overview

Our Annual Accounts demonstrate that we have been successful in achieving our key statutory and administrative financial duties during the financial year ended 31 March 2011. This is an excellent result for the PCT and, as in previous years, this has only been possible as a direct result of all the hard work and dedication of all PCT staff and is greatly appreciated, particularly in a time of significant transition and uncertainty over job security for staff.

### Key financial investments

Examples of key investments made during the year include:

- £20.6m in Acute Services
- £3.1m in Specialised Commissioning
- £2.0m Health & Wellbeing with Durham County Council
- £1.6m in IAPT (Talking Therapies)
- £1.6m County Durham Sport
- £0.7m Bowel Cancer Screening
- £2.0m to support contracts with High Street Pharmacists and Opticians.



## Looking forward to 2011/12

The PCT has refreshed its Five Year Strategic Plan and Five Year Medium Term Financial Strategy during 2010/11 and incorporated these documents, together with the Quality Innovation Productivity Prevention (QIPP) plan and Annual Operational Plan for 2011/12 into one Integrated Strategic and Operational Plan (ISOP).

This integrated plan will set out both the detailed delivery and operational priorities in 2011/12 whilst establishing directions of travel for subsequent years.



