

# “Big Chat”

....In Southport & Formby



# The 'Big Chat'

In summer 2012, Southport and Formby Clinical Commissioning Group (SFCCG) invited people to come along to its first 'Big Chat' event to find out more about the changes to their local NHS.

Sefton Council and Sefton LINK (the Local Involvement Network representing patients) joined forces with SFCCG at the event, to talk about the greater role they will soon play in working for better health and health services.

Over 100 people came to the Big Chat and had the opportunity to give their views about plans to make Southport and Formby a healthier place to be for everyone who lives there.

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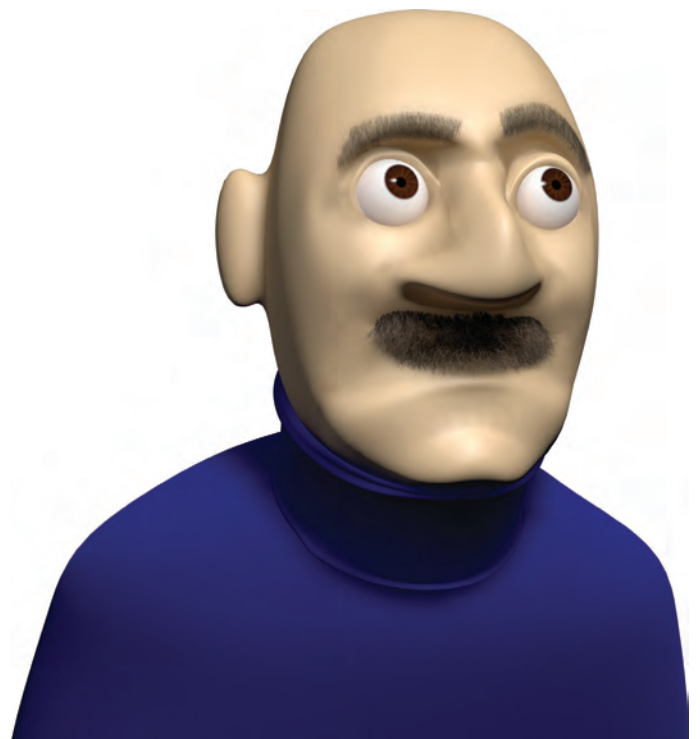
## About SFCCG

SFCCG brings together doctors from practices across Southport and Formby, nurses, practice staff, other health professionals and members of the public. Because SFCCG is led by medical experts who treat and care for local residents every day, they are ideally placed to know their health needs.

From April 2013, SFCCG will replace the area's primary care trust, NHS Sefton and will be responsible for buying, or 'commissioning' a wide range of health services on behalf of Southport and Formby residents.

This includes the majority of hospital treatments, children's services, GP out-of-hours and other community based services such as district nursing, sexual health, blood testing and many more.

The 'Big Chat' event was a chance for people to meet members of SFCCG and find out about their role as the new leaders of local health services.



# What we aim to do

## Our vision

**'Southport and Formby: A Sustainable, Healthy Community'**

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### Our values

- Respectful: fair, inclusive, reflective
- Approachable: listen and remain open minded
- Efficient: informally yet robustly, innovative, flexible
- Responsive: action, accountable and transparent

### Our aims

- Be ready to take on full responsibility for 'commissioning' or buying local health services by April 2013
- Improve the health of all Southport and Formby residents and reduce the differences in health which exist in different parts of the area
- Commission services of the highest possible quality to ensure Southport and Formby residents get the best care available to them
- Ensure that the services we commission deliver good value for money
- Involve Southport and Formby residents in the decisions we make about their local healthcare

together  
with  
you

# What we are doing now

Since July 2012, we have been working in 'shadow' form. This means that we have been managing local healthcare, with the assurance of our work being overseen and supported by primary care trusts in Merseyside.

This has helped us to make sure we are ready to take on our full responsibilities ahead of April 2013, so the changes to the way your local NHS is managed and run will be seamless.

Our 'commissioning' plan for this year focuses on the following priorities...

- Long term conditions like diabetes, heart disease and asthma
- Mental health and dementia
- Children's health services
- Hospital care and preventing unnecessary emergency admissions to hospital
- Care for people at the end of their life
- Promoting good health and preventing poor health



Some of the ways we are doing this in 2012-2013 are...

- A new cancer information centre in Southport designed and run in partnership with charity, Macmillan. The drop-in service offers a wide range of information to help cancer sufferers and their carers better manage their lives and their condition
- Screening more people for heart conditions like atrial fibrillation and the early signs of diabetes
- Working with care homes to better meet the needs of their residents who have mental ill health
- Strengthening community services for children and young people
- Improving services for patients who are at greatest risk of alcohol related illness

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Alongside this we want to ensure that people do not have to stay in hospital longer than they need to. Some of the ways we are doing this include:

- Even closer working between community and hospital services. It will mean people with conditions like heart and lung disease can get support to better manage their illness closer to home, reducing their need to be admitted to hospital
- Working with our local health partners to review 'urgent' or emergency care services to ensure they can concentrate on treating people with the most serious injuries and illnesses

# Working with you

At SFCCG, we are committed to working with local people to ensure health services in Southport and Formby continue to improve and develop. The 'Big Chat' is just one of the ways we will involve people and you can read about others on page 8 and how you can be part of this.

We will also work closely with partners from Sefton Council, community, voluntary and faith organisations (including the consumer champion, HealthWatch, which replaces Sefton LINK in April 2013), and a range of other health and social care bodies and organisations.

Along with the Big Chat, here are some other examples of how we have been involving people so far ...

- Macmillan Cancer Information Centre – people living with cancer and their carers have been involved in setting up the new centre, inside the Community Service Station on Scarisbrick Ave. They are playing an ongoing role in helping to shape what services are offered by the centre, which we have developed jointly with Macmillan Cancer Care
- GP practices in the different areas of Southport and Formby are working together to ensure that services at a very local level represent the specific needs of their patients. These 'locality' working groups include patient representation, via Sefton LINK and in future from HealthWatch
- We have been supporting our member GP practices to set up their own patient groups, so grassroots public opinion can feed into SFCCG work
- SFCCG will launch a website before the end of 2012, which will help us to keep people up to date with our work and ways to get involved



# What people said at the 'Big Chat'

Overall of those who attended the event...

- 80% felt the event gave them a good understanding of what the changes to the NHS will mean for Southport and Formby
- Around two thirds of people agreed with what SFCCG is aiming to do to
- Nearly 80% of people thought the event was good or very good
- Over two thirds of people felt their views had been listened to
- Over two thirds of people wanted to get involved in their local NHS



Things that people felt would further improve health in Southport and Formby included...

- For the many different health services to work better together, to make people's care and treatment easier
- For patients to be better informed by those services involved in their care, about their care and their treatment choices
- For Southport and Formby residents to be kept updated about the work of SFCCG, and for SFCCG to be open and honest about the way it works
- To continue to invest in programmes to prevent poor health to keep people out of hospital

- For more services – like diabetes clinics, children's immunisations and physiotherapy - to be provided closer to home rather than in hospital, with better use made of existing community facilities like Ainsdale Centre for Health and Wellbeing
- For Southport and Formby residents to have 'real' involvement in shaping future services and priorities, especially when there are difficult decisions to be made - through more Big Chat style events, talking directly to people who use services, web-based feedback (like email and social media) and more traditional methods (such as leaflets, newsletters and local newspapers)
- For SFCCG to support those who find it difficult to voice their views, so they too are able to have their say about their health and health services



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## What we will do next

Over the coming months the views we collected at the Big Chat will be used to inform what we do and how we do it – particularly as we develop our plans for 2013-2014 and the way we will involve people in this.

We will hold a second Big Chat at the end of 2012, to update people of our progress and to hear what they think. At the same time, we will explore other ways to involve Southport and Formby residents, including launching a new website and e-newsletter.

Views from the Big Chat are also feeding into our work with Sefton Council to determine joint priorities to improve health and wellbeing in Sefton. Once this exercise – called a joint strategic needs assessment – is complete, the results will be used to create a borough-wide plan for change, or a 'Health and Wellbeing Strategy' so we can achieve more by working together.

## Getting involved...

There are a number of ways you can get involved and keep up to date with what SFCCG is doing:

- Join your GP practice's patient group – many practices in Southport and Formby now have patient groups, so you can have direct input into those services that affect you most. Simply ask reception staff if your practice has a group
- Become a Community Champion with HealthWatch – this network of volunteers is working with SFCCG to give first hand experiences and views about local healthcare, helping us to gain a clear understanding of what people really think about their NHS and what will improve it. Call 0151 920 0716 EXT 203 or email: [diane.blair@seftoncvcs.org.uk](mailto:diane.blair@seftoncvcs.org.uk)
- Sign up to our mailing list - so we can tell you first about our news and events and other opportunities to get involved. Call 0151 247 7041 or email [communications@sefton.nhs.uk](mailto:communications@sefton.nhs.uk)

