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Stakeholder Newsletter

NHS

ISSUE 03 | Winter 2020



Welcome to the latest stakeholder news for the Black Country and West Birmingham CCGs. This newsletter is aimed at our closest stakeholders to help you to understand key CCG matters. We also want you to help us to share key messages with your wider networks,

if you are in a position to support in this way please contact our communications team to receive the regular communication toolkits communications.bcwb@nhs.net.

As I write this I am contemplating the months ahead. There will certainly be challenges, with winter pressures, rising Covid-19 cases and the need to continue to recover services from the first wave of the pandemic. We have robust plans in place to manage the pressures we know winter will bring, especially in light of the continued prevalence of Covid-19 in our community. Even though we are well prepared, it is important everyone plays their part to protect each other and our NHS by following government guidelines, getting your flu jab and using the most appropriate health service for your condition.

As CCGs we remain focussed on supporting the system to manage the pressures we face, but we are also driving forward changes which we believe will make a difference to local people.

Earlier this year our CCGs sought the views of stakeholders on a proposal to merge the four CCGs. 98% of our GP members have now voted on the matter and 90% of them support the proposal. Our Governing Bodies will meet in public on 27 October to consider the vote and decide if we should put in an application to NHS England and Improvement (NHSEI) to merge the CCGs on 1 April 2021. This is a fantastic show of support from local GPs which reinforces our commitment to creating capacity within our system to

develop our role as strategic commissioner, coordinating efforts to tackle issues that impact on the health of local people and take action to improve health outcomes.

Part of that commitment is investment in the integration of services within each of our five places. This month we mark another key milestone in the creation of Dudley's Integrated Care Provider (ICP) with new staff and services joining the organisation on 1 October. This is an important step in realising the vision to deliver truly integrated care for the people of Dudley and we look forward to the Trust completing the final stages of assurance with NHSEI so that this work can be fully realised from April next year. We also look forward to taking similar steps in our other places as we develop each local Integrated Care Partnership with our local system partners.

You will see in the newsletter that I have finalised the recruitment to our senior leadership team. This is a positive move which now gives us the leadership capacity to ensure we can manage the range of complex agendas that we are currently overseeing – and so continue to support the necessary improvements for the health of our population.

As the nights draw in and the temperatures drop, I urge you all to stay alert and stay safe. Complacency could be our undoing so let's continue to pull together to ensure we are supporting each other to not only follow the rules regarding Covid-19, but to check in on each other and be sure that we are coping in these strange times.

I hope that you find the content useful and would encourage you to share it with your networks.

Best wishes

Paul Maubach
Chief Executive Officer

Paul

NHS Dudley Clinical Commissioning Group
NHS Sandwell and West Birmingham Clinical Commissioning Group
NHS Walsall Clinical Commissioning Group
NHS Wolverhampton Clinical Commissioning Group

Working together for healthier futures

GPs vote to merge the Black Country and West Birmingham CCGs

In this issue

GPs voted strongly in favour for merging the four CCGs across the Black Country and West Birmingham to form a single strategic commissioner.

Across all four CCGs we had fantastic engagement in the vote with 98% voting. 90% of those who voted agreed with the proposal to merge. The breakdown of supportive votes is SWB 83%, Wolverhampton 92%, Walsall 92%, and Dudley 91%.

To achieve such a supportive position means a great deal. It demonstrates the vision and commitment of our GPs to support the collaboration across the system that is needed. Their confidence in the CCG leadership and support for the development of a strategic commissioner means we are now in a position to similarly proceed with confidence to make the improvements that our system needs for the betterment of our population.

Stakeholder Engagement

Following two listening exercises with staff and stakeholders in late 2019 and early 2020, a more formal conversation was undertaken from 20 July to 7 September 2020 to hear the views of stakeholders and members of the public on the proposal for one commissioning organisation. This complemented a conversation with the CCG GP membership.

Stakeholders were informed of the engagement exercise by email or at meetings and asked to give their views via an online questionnaire and/or invitation to attend one of 52 virtual engagement events. Information and the questionnaire were made available on CCG websites, publicised via social media, emailed to CCG patient and stakeholder databases, included in local VCS newsletters and websites and also carried in our internal staff and GP newsletters. Black Country Voices (1,500 members), which is part of the Black Country and West Birmingham STP, were also asked their views. The full engagement report can be found on each of the CCG websites.

Key themes that emerged from all types of feedback included:

- Importance of retaining place-based care, funding and decision-making
- Primary care funding and ability to make decisions and influence at place are important to retain
- Importance of good working relationships between GPs, providers, commissioners and Third Sector organisations – all should have a voice to be heard
- The need to articulate the positives as well as the negatives of the merger
- Commissioning at-scale should not destabilise local providers
- Concern that some CCG budgets will be negatively affected by less financially stable CCG areas
- Patient voice should continue to be heard
- Queries on the organisational impact of the changes on staff and at Governing Body level
- Concern about the timing of the changes, particularly in the light of the pandemic
- The retention of strong involvement with Birmingham governance arrangements was emphasised
- An alternative view that West Birmingham should be repatriated in full, to align with Birmingham City Council, NHS Birmingham and Solihull CCG and Birmingham and Solihull STP, to fully address health inequalities and drive economic regeneration for all deprived communities in Birmingham.

Next steps

The outcome of the GP vote will now inform a recommendation to merge the CCGs. Our Governing Bodies will meet in Common on 27 October to decide if we formally proceed with the merger application to NHS England and Improvement.

Meet the Black Country and West Birmingham CCGs' Leadership Team

In this issue

Opposite are our leadership team members, who are working together to deliver a single commissioning voice for all four CCGs across the Black Country and West Birmingham.

As part of the NHS-wide response to Covid-19 the team continue to work collaboratively to ensure the continued provision of health services to local people.



Paul Maubach
Chief Executive



Dr Anand Rischie
Walsall CCG Chair



Dr Ruth Edwards
Dudley CCG Chair



Dr Ian Sykes
Sandwell and West
Birmingham CCG Chair



Dr Salma Reehana
Wolverhampton CCG
Chair



Rachael Ellis
Deputy Accountable
Officer



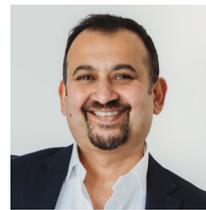
Matthew Hartland
Deputy Accountable
Officer



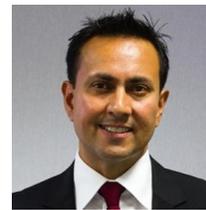
James Green
Chief Finance Officer



Sally Roberts
Chief Nursing Officer



Dr Masood Ahmed
Chief Medical Officer



Sarb Basi
Primary Care Director



Peter Warrenner
HR Director



Michelle Carolon
Sandwell Managing
Director



Neill Bucktin
Dudley Managing
Director



Paul Tulley
Wolverhampton
Managing Director



Geraint Griffiths
Walsall Managing
Director



Pip Mayo
West Birmingham
Managing Director



Steven Marshall
Programme Director for
Mental Health Integration
and Transformation



Mike Hastings
Director of Technology
and Operations



Laura Broster
Director of
Communications



Taps Mtemachani
Transformation and
Partnership Director

Two nurses from Black Country and West Birmingham CCGs honoured with the British Empire Medal

Beverly Morris and Molly Henriques-Dillon scooped the prestigious British Empire Medal for fantastic leadership and care to patients during the Covid-19 pandemic. They have worked tirelessly to protect and safeguard the most vulnerable of patients.

Beverly is the Head of Continuing Health Care (CHC) at Sandwell and West Birmingham Clinical Commissioning Group and Molly Henriques-Dillon is a Quality Nurse Team Leader at Wolverhampton Clinical Commissioning Group. They have an excellent reputation for delivering patient centred care and led work across many independent care home providers and with local statutory services.

They ensured safer care plans were implemented for the best possible resident care within care home settings - through regular contact, provision of education and Personal Protective Equipment (PPE) supplies.

During these challenging times, Bev and her team were recognised for proactively swabbing of over 1000 care home residents and supporting care homes in crisis. A record 100% of infection and prevention care home education support was achieved.

Care home managers were impressed with their friendly, helpful approach and commented that the crisis had not deterred the team from being pragmatic, calm, patient focused, and solutions orientated.

Bev's focus has always been to manage a range of complex patients, sometimes in very difficult situations and across organisational boundaries, yet she has led her team with knowledge, humility and often going the extra mile.

Sally Roberts, Chief Nursing Officer for Black Country and West Birmingham CCGs said **"I'm delighted that our lead nurses offer solutions and a positive approach in any situation, no matter how difficult. They are willing to learn, open minded, respected and great colleagues who are held in very high esteem. They are friendly and an asset to our team, colleagues and patients."**

Bev said **"I am honoured to have been nominated and feel very privileged to receive this British Empire Medal. It feels very surreal - I was doing my job like so many other amazing people in NHS during these unprecedented times.**

I accept this medal on behalf of my manager and an absolutely amazing team, without them our achievements would not have been possible."

Molly Henriques-Dillon said

"I was astonished to hear that I was receiving this prestigious award. It is my honour and delight to accept the British Empire Medal not just for myself but also for the incredible people I work with in the CCG, the City Council, Community teams and the care home managers; we pulled together to save lives and protect some of the most vulnerable people in our society"

Dr Ian Sykes, Chair of Sandwell and West Birmingham CCG said **"Bev and Molly are fantastic role models and highly deserving of this prestigious award. They join other Black Country colleagues on the Queen's honours list this year - we are also so proud of Dr Sarbjit Clare and Gaynor Evans who received an MBE and OBE respectively"**



Join our virtual Board meetings!

We would like to extend an invite to our stakeholders to join our bi-monthly virtual Governing Body in Common meetings.

Our Governing Body is committed to openness and transparency, and conducts as much of its business as possible in a session that members of the public are welcome to attend and observe. The current pandemic has meant that our meetings are held virtually so they will be live streamed.

For more information about our Board meetings or to download the papers visit our local CCG website.

Dudley CCG
dudleyccg.nhs.uk

Walsall CCG
walsallccg.nhs.uk

Wolverhampton CCG
wolverhamptonccg.nhs.uk

Sandwell and West Birmingham CCG
sandwellandwestbhamccg.nhs.uk

NHS111 – Changing the way communities in the Black Country and West Birmingham access urgent care

In this issue

Ways of accessing urgent care will soon change for the people of the Black Country and West Birmingham.

In line with a phased national roll-out of a new NHS 111 system, our area is now preparing to implement that change, which is likely to impact significantly (and positively) on those who use hospital emergency departments, as well as those who work within them. Here, those changes are explained:



What is the change?

The drive for people to call NHS 111 before attending an emergency department is a national programme that aims to ensure patients get the right urgent care in the most appropriate place, simultaneously reducing the risk of them acquiring Covid-19 or a hospital infection.

Based on 'talk before you walk' principles, the programme will use NHS 111 to reduce unnecessary emergency department attendances.

Instead of attending an emergency department unannounced, patients will use NHS 111 online or by phone to book an appointment with a service that best fits their needs. That could be one of a variety of existing out-of-hospital services, an assessment service at an acute hospital, or an appointment with a GP or dentist.

In cases where it is appropriate, patients will be given a 'time slot' appointment at the emergency department itself.

As the public takes time to become used to this new way of accessing urgent and emergency care, no-one who attends an emergency department WITHOUT having contacted NHS 111 beforehand will be turned away.

Please remember that for all life threatening emergencies people need to dial 999.

Why the change?

During the peak months of the Covid-19 pandemic the number of people attending emergency departments reduced dramatically, particularly those seeking help for minor illnesses.

However, in recent weeks the numbers have risen – in some cases sharply. At the same time, due to social distancing and infection prevention measures, the space in those departments is greatly reduced.

The change will enable us to provide emergency care safely to those who need it – particularly the vulnerable and shielded – by ensuring appropriate distancing in waiting rooms.

When will the change occur?

Hereford and Worcester have already introduced the change.

It is expected that all areas across the country will develop a similar model ahead of this coming winter. **We expect local changes to be implemented by December this year.**

We have therefore begun discussions with local partners and clinicians about the design and delivery of an approach that will work for our local population. We will keep stakeholders continually updated with developments and launch a public communications campaign once the changes go live.

Scan your phone to help beat COVID-19

Anyone visiting an NHS building can now support the national COVID-19 Test and Trace programme by downloading an app to their phone.

The new NHS COVID-19 app allows users to scan a QR code to “check in” to a location, so they can be contacted immediately in the event that anyone who was there around the same time tests positive for the virus.

Large NHS healthcare sites such as hospitals will be displaying posters in areas where visitors are permitted, with a unique QR code for each location. Many businesses and venues will also be displaying codes.



Sally Roberts, Chief Nurse for the Black Country and West Birmingham CCGs, said:

“It’s vitally important to register your contact details for Test and Trace when you go into a venue, to make it easier to keep track of those who may have come into contact with Covid-19 cases and stop local outbreaks from happening.

“This new app will definitely make things a little easier and a lot faster – and because it only requires you to scan your phone, it keeps contact with people and surfaces to a minimum so it’s safer too.”

The Test and Trace programme is designed to help slow the spread of the virus, reduce the impact of a potential second wave, and help everyone return to a more normal life.

As well as ensuring they can be contacted if they encounter somebody who has Covid-19, checking in will also give app users a record on their phones of the venues they have visited, which will help them remember where they have been if they become ill themselves.

The NHS Covid-19 app is available for download now on both iOS and Android phones.



Protecting our children from flu this winter

All primary-aged children (from Reception up to and including Year 6) will be offered a free flu vaccine in schools across the Black Country and West Birmingham in the next few months. Vaccination has also been expanded to Year 7 pupils this year.

Children aged two to three years will be offered vaccination at their GP surgery and, for the first time ever, children under two years who have health conditions that could make them more vulnerable to flu will also be offered the vaccine. The majority of children will have a fast and simple nasal spray, with an injectable vaccine available if the nasal spray is not suitable.

The award-winning Flu Fighters children’s book series will return across the Black Country this year to help promote free flu vaccination. Pupils in Sandwell will receive a copy of the free book for the first time, encouraging them to become a flu fighter and battle Chilly, Achy and Snotty who have come to spread flu to their friends. Dudley and Walsall will receive the second book in the series, while Wolverhampton children will receive a brand new third instalment.

Flu can be deadly and is easily spread by both children and adults. The vaccine is the best way to protect children and other family members from becoming ill with the flu, particularly more vulnerable relatives such as grandparents or those with underlying health conditions. Every child who is eligible should receive a consent form from school or a flu clinic invitation from their GP, but anyone who is unsure if they qualify can talk to their GP or community pharmacist.

Adults with long-term health conditions, people who are shielding from Covid-19 (and those they live with), pregnant women, over-65s, carers and care staff, and people in long-stay care are also eligible for free flu jabs through their GP or pharmacist.



Health chiefs say thank you on World Pharmacists Day

Health Chiefs across the Black Country and West Birmingham gave recognition and thanks to pharmacists for the role they play in keeping patients safe and healthy this World Pharmacists Day, which took place on 25 September.

Pharmacists are the first port of call for many with health concerns and provide support to people at all stages of their lives. Located on the high street, in supermarkets, in hospitals, and more increasingly in GP practices, pharmacists provide an outstanding service to local people all year round.

As well as selling over the counter medicines and helping people get their routine prescriptions, pharmacies offer flu jabs and health checks and provide support and reassurance to the customers they interact with on a daily basis. In recent months community pharmacy teams on the frontline have also provided an invaluable service to local people, as well as supporting local GPs as part of the NHS-wide response to Covid-19.

Dr Ruth Edwards, Chair at NHS Dudley Clinical Commissioning Group, said:

“I would like to personally thank pharmacists, pharmacy technicians and their teams for their commitment to patients and the public this World Pharmacists Day. We recognise that community pharmacy teams on the frontline are providing an excellent service to local people, as well as supporting local GPs.”

Stephen Noble, Dudley Local Pharmaceutical Committee Chief Officer, said:

“World Pharmacists Day was officially designated in 2009 by the International Pharmaceutical Federation to raise awareness of the role of pharmacists in healthcare and increase community involvement of pharmacists at national and local levels.

“Whilst the public knows and values the service pharmacy provides, very often the profession doesn’t get the thanks or recognition it deserves. I’m overwhelmed by the effort and professionalism that our local teams have shown this year. Dudley Local Pharmaceutical Committee would like to thank each and every one of our hard-working pharmacists and their teams, for providing that valuable frontline service the public has come to rely on.”



It's not too late – #DoOneThing for World Mental Health Day

For World Mental Health Day, people across the Black Country and West Birmingham were encouraged to #DoOneThing to improve their mental health, or that of others. Research by the charity Mind found that 60% of adults and 68% of young people said their mental health has got worse during the Covid-19 lockdown. Prioritising good mental health has never been more important. **Making positive changes can seem hard, but now, more than ever, it's vital that we do all we can to improve our own mental health and that of others.**

#DoOneThing World Mental Health Day campaign www.mind.org.uk/get-involved/world-mental-health-day-2020 promoted going for a walk, learning a new skill or doing something creative, taking the first steps to getting support for yourself, or reaching out to someone else. It's not too late to start to make small changes to yours and others' lives.

If you or someone you know is experiencing a mental health crisis there is support available from a range of organisations including the new Black Country Healthcare 24/7 mental health support line on **0800 008 6516**. The NHS mental health crisis helpline is run by Black Country Healthcare NHS Foundation Trust and is open 24 hours a day, seven days a week and is available to people of all ages – including children and young people.

For more common mental health problems such as low mood, depression, anxiety and stress, people can self-refer to Healthy Minds / Improving Access to Psychological Therapies (IAPT) services:

Dudley Talking Therapies

0800 953 0404

www.dwmh.nhs.uk/dudley-talking-therapy-service/

Sandwell Healthy Minds

0303 033 9903

www.sandwellhealthyminds.nhs.uk/

Walsall Talking Therapies

0800 953 0995

www.dwmh.nhs.uk/walsall-talking-therapies-service/

Wolverhampton Healthy Minds

0800 923 0222 or 01902 441 856

www.wolverhamptonhealthyminds.nhs.uk/

Birmingham Talking Therapies

0300 300 0099

www.forwardthinkingbirmingham.org.uk/services/10-talking-therapies-for-1425s

Birmingham Healthy Minds

0121 301 2525

www.birminghamhealthyminds.org

If you are having a difficult time or if you are worried about someone else, The Samaritans are there to listen.

Visit www.samaritans.org, call **116 123** or email jo@samaritans.org for support.

The charity Rethink runs a Black Country Freephone service for those in need of support, reassurance and understanding – call **0808 802 2208** (Monday to Friday, 6pm-3am, Saturday and Sunday 2pm-3am). For more information, please visit www.rethink.org.

Engagement

In this issue

Strengthening Patient Participation

The engagement team across the Black Country and West Birmingham CCGs are particularly keen to support our colleagues in primary care to grow patient participation and support the development of their existing PPG chairs. Currently, the engagement team is carrying out a survey in each of the five localities, aimed at all PPG chairs and members, to look at how we can support PPGs now and into the future as Primary Care Networks develop and digital technology plays an increasing role in how we engage our patients.

Patients have so far told us that they would value the coming together of PPGs as a network where they can share good practice and support each other. They would also like to find out more about how the NHS works and how they can grow patient voice at their GP practice and across Primary Care Networks. One PPG chair stated:

“It would be helpful to see how other groups are doing, discuss how to increase numbers of patients to join, and liaise with each other. We can always learn from best practice and help one another to deal with a way forward.”

Once we have analysed the findings of the surveys, we will be talking the results and associated actions forward with PPG chairs and primary care colleagues. After this we hope to co-produce local action plans to support our colleagues and their PPGs in general practice and wider Primary Care Network engagement.

Our engagement with those people in our communities who are vulnerable or have their views seldom heard.

As our virtual efforts increase across the Black Country and West Birmingham, we have been focussing on engaging with those people in our communities who are vulnerable and seldom heard, around their experiences during the Covid-19 pandemic.

We want to hear how living through Covid-19 has affected their everyday life, and particularly how it has impacted on their access to services. We want to ensure ultimately that their lived experience can help shape the restoration and recovery of services, as we begin to reset the NHS.

We are offering tailored approaches to meet the needs of different groups we are working with, using 1:1 telephone interviews, online surveys and online focus groups depending on what works best for local people and the local organisations who support them.

Currently, we are organising two sets of online focus groups. The first is in conjunction with the deaf-led charity Zebra Access, aiming to bring in members of the deaf community from across the Black Country to voice their experiences during the pandemic. We are hoping that the online focus group will enable discussions that will give valuable insights into the needs of the deaf community and help shape the future of our services. This will build on the work already undertaken by other partner organisations.

For the second, we are talking to young people aged between 16 and 25 about the “Hands, Face, Space” campaign using online focus groups and a survey. Working with partners we want to understand young people’s views and experiences of Covid-19. We also want to learn which of our messages they are making a connection with, how we can frame future messages aimed at young people, and which channels would be most effective to use to communicate with them.

If you want to hear more about the work of our engagement team or you want to get involved with us please contact bcwb.engagement@nhs.net or call **0121 612 1447**.