

# Our Achievements in 2017/18

Dr William Tong  
Chair

## **We have had a rewarding and challenging year**

### **All three CCGs were rated as “Outstanding” by NHS England**

- NHS England meets with the CCGs each month to assess their performance. Every three months they rate our performance, using a number of categories that together provide an overall assurance rating

### **We have successfully merged into the one CCG with the 3 localities of Bracknell & Ascot, Windsor, Ascot & Maidenhead and Slough**

- In 2017/18 each of the CCGs Members agreed to have one Governing Body in Common

### **The completion of the transition into the Frimley Integrated Health & Care System**

- Nationally regarded as an exemplar system, we continue to work with our system partners to continually improve care for our residents

### **We have taken on the “delegated” authority to commission services in general practice from NHS England**

- We now have responsibility for contracting, performance management and application for mergers within primary care medical services

# Some Key Service Achievements in 2017-18

- **All practices have achieved good or above ratings with CQC by April 2018**
- **Extended hours general practice is available to all registered patients**
  - 2017–18 - Monday to Friday until 8pm
  - 70% of registered patients are able to access services on both Saturdays and Sunday
  - 2018-19 - all patients can book in all localities across the 7 days (varying times)
- **Launch of the new NHS 111 service with the new integrated clinical hub**
  - Direct booking into the **out of hours** service
  - **Emergency ambulatory care services** expanded to 7 days a week at both Frimley Park and Wexham Park Hospitals. More patients can be seen and treated on the same day without being admitted to hospital for urgent conditions
  - South Central Ambulance Services (SCAS) mobilisation of the **Ambulance Response Programme (ARP)** - 999 calls being reviewed in more detail once a call has been made. More patients are able to be treated at home instead of in hospital
  - In July, 64.59% of calls to NHS 111 were clinically triaged

# Some Key Service Achievements in 2017-18

- **End of Life services**

- New **end of life care and support service** for people who are dying and their carers to support people to plan ahead about how they are cared for when they are coming to the end of their lives
- A 24/7 **Rapid Response team** from Thames Hospice to provide advice and home based support 24/7/365

*“You were a constant support, always there, compassionate and made my mum comfortable and relaxed even on the most difficult days.”*

- **Mental Health services**

- An improved service for **psychiatric liaison and crisis** at Wexham Park Hospital
- Expanded **Improved Access to Psychological Therapies (IAPT)** services to work with people who have long term conditions
- Commissioned a **Young People with Dementia service** improving the support available to people under 65 when they are initially diagnosed
- Expanded **Friends in Need** services across all three boroughs to support people who are socially isolated

*“The service was easy to access and my therapist was easy to talk to. The strategies I've learnt will stay with me and are becoming more second nature. Therapy was delivered with understanding and compassion, Many thanks”*

# Some Key Service Achievements in 2017-18



**East Berkshire**  
Clinical Commissioning Group

- **Intravenous Diuretic Lounge**
- **Diabetes services**
- **Evolutio**

# Our Innovation & Quality Awards

**Our innovation and quality has also been recognised through numerous national and international awards, including:**

- **Hydration in Care Homes** - National winner at the Primary Care Pharmacy Association Annual Care Homes Conference. This project also gained a PrescQipp Gold award (and two others) for best innovation
- **Slough Complex Case Management** - International recognition winning the John Hopkins Institute Starfield award
- **Asthma Bus initiative** - National winner of Nursing Times respiratory award
- **Year of Self Care** - With Bracknell Forest Council, winner at the National Self Care Forum Awards