

## Focus on Decision Making for the Future

As North Lincolnshire Clinical Commissioning Group moves towards authorisation, we felt it was time to *Focus* on sharing how the CCG makes its decisions around health care for the people of North Lincolnshire.

### ***The Council of Members (CoM)***

The Council of Members (CoM) sits at the heart of the new CCG, representing the 21 member practices of North Lincolnshire CCG. Every major decision has to be approved by The Council of Members, with each member practice having one representative on the council with one vote, regardless of the size of the practice or its patient list. This is based on the Department of Health's Council of Members model.

All 21 member practices have also signed up to an agreed constitution. This constitution sets out a framework for the CCG and CoM outlining the agreed vision, values and how the organisation works to promote the health and wellbeing of the citizens of North Lincolnshire.

### **The Council of Member's main responsibilities are as follows:**

- Decide the constitution of the CCG organisation as it effects its member practices
- Agree the inter-practice agreement that has to be signed by all members
- Consider and endorse the organisation's strategic direction and key objectives.
- Propose service strategies and significant service or contract changes
- Advise on issues relating to clinical governance and service standards

- Decide what the priorities for contract negotiations and CQUINs should be

### ***Our Aims and Values***

A number of key strategic aims sit at the heart of everything the CCG does as we work towards authorisation.

### **The values that lie at the heart of the CCG's work are to:**

- Preserve and uphold the values set out in the NHS Constitution
- Treat colleagues, patients, and carers, with dignity and respect
- Value experience-led commissioning
- Value individuality and diversity and promote equality of access to services based on need
- Work with all our Partners for the benefit of North Lincolnshire residents
- Encourage innovation and promote "a **Can Do** attitude" by all, to solve health challenges

### **The aims of North Lincolnshire CCG are to:**

- Continue to improve the quality of services
- Reduce unwarranted variations in services
- Deliver the best outcomes for every patient
- Improve patient experience
- Reduce the inequalities gap in North Lincolnshire



# On Course for 2013!

All CCGs have to demonstrate that they are “fit for purpose” and are ready to take on the challenge of commissioning the great health services that their population has come to expect from the NHS.

This doesn't happen overnight! Before they can become statutory organisations and ready to take on their full responsibilities under the Health and Social Care Act, every CCG has to be authorised by the NHS Commissioning Board. As part of this process, North Lincolnshire CCG had to submit evidence against a stringent list of 119 criteria and the CCG was visited by a panel on 16<sup>th</sup> October.



A decision on the outcome of this process is due on 21<sup>st</sup> January but early indications are that the **North Lincolnshire CCG will be authorised from 1<sup>st</sup> April 2013!**

## An Invitation to See for Yourself!

So we can be as open and transparent as possible, all of NL CCG's Governing Body meetings are held in public. This means anyone is welcome to come along and see how decisions about your healthcare are being reached. After the main business has been concluded, there is an opportunity for members of the public to ask the members any questions.

Dates of our 2013 meetings can be found by visiting by clicking [Our Meetings](#). The next one will be held at Health Place, Brigg, on January 10th at 1.30pm. Meetings are held every two months, always on a Thursday.

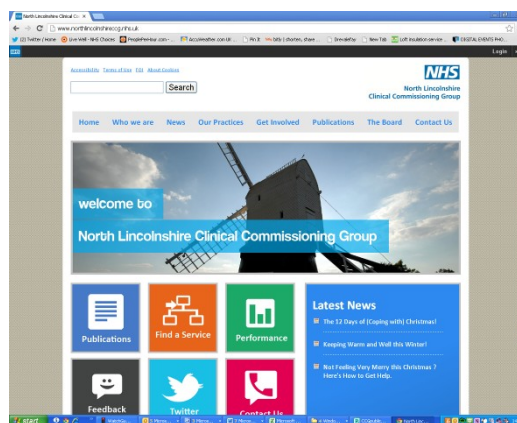
Papers and an agenda for the meetings are uploaded onto the [CCG website](#) about a week before the meeting date. **We look forward to seeing you there!**

## NL CCG—Now Online!

The brand new NL CCG website is now live and ready to visit at [www.northlincolnshireccg.nhs.uk](http://www.northlincolnshireccg.nhs.uk). Drop by regularly to keep up-to-date with all the latest news and developments from the CCG.

You can also follow us on Twitter @

<http://twitter.com/northlincscgg>



## Want to receive more regular updates from us?

**Like what you see?** If this newsletter has been passed on to you and you'd like to receive this or other news and updates from North Lincolnshire CCG directly please drop a line to [North Lincolnshire CCG Communications](#) and we will add you to our list!

# focus on...

Putting the patient at the centre of everything we do

## Putting People Right at the Heart of Health Care

**Patients and their families are being asked to help our GPs make some of the big decisions about health care in North Lincolnshire.**

The CCG has launched an approach to put the experiences of patients and their families right at the heart of the decisions they make in the future so they can design better services.

Sometimes people say that often their experience of NHS care leaves them feeling more like a number rather than a person. They often get the right care and the medical treatment they expect but feel that the human element is missing.

The programme is currently looking at two areas, living with a long term health condition and living with a life-limiting illness or end of life care. Talking about your health and experiences of healthcare isn't easy when you're not well but these are areas of care that North Lincolnshire CCG wants to get right and make sure everyone gets the support that matters most to them.

"Listening to the real experiences of patients and their families will help us to put people at the very heart of everything we do," explains Jane Ellerton, Experience Led Commissioning Lead for North Lincolnshire CCG. "Focussing on what has really mattered or made a difference to people at some of the most difficult times in their lives will help us improve the care experienced by patients in the future."



Listening to the real experiences of patients , carers and their families

Dr Andy Lee, of North Lincolnshire CCG, added: "Improving care for people with long term conditions and for anyone at the end of their life are two of the most important issues for the NHS both now and in the coming years. We want to use the experiences of North Lincolnshire people to help identify what works well and what needs to change."

If you're living with a life-limiting condition or you look after (or have cared for someone in the past) a relative or friend and would be willing to share your experiences to help us to improve future services, the CCG would really like you get in touch. We would also like to hear about the personal experiences of people with multiple long term conditions such as diabetes, heart disease and respiratory disease, who go to regular out-patient clinics. The CCG would like to look at how care could be delivered to better meet their needs, allowing people to live with their condition rather than have to plan their lives around it.

**If you feel you could help us, please contact Jane on 01652 251075 or by email on [jane.ellerton@nhs.net](mailto:jane.ellerton@nhs.net).**



# Have a Happy and Healthy Holiday Season!

**if you or one of your family becomes unwell during the holidays, don't panic!** The NHS is still here to help. Our Festive Guide to North Lincolnshire's medical services should help you find the **right** help **right** when you need it, even when everyone else is busy celebrating.

A bit of forward planning doesn't hurt, especially when medical services are likely to be very busy. If you've a long term health condition and take regular medication, make sure you have plenty to tide you over the holidays. If you're over 65 or have a chronic health condition, make sure you've had your flu jab!

Minor illnesses that are common at this time of year like colds, headaches or upset tummies don't usually need medical attention if you're usually in good health. A well stocked (and secure) medicine cabinet and plenty of rest will usually set you on the road to recovery in no time. Visit [Holiday Health Advice](#) for more help.

You can find self-care advice without leaving the house by visiting NHS Choices at [www.nhs.uk](http://www.nhs.uk). If you are unsure and need to run your symptoms by a health professional then NHS Direct offers confidential health advice 24 hours a day, 365 days a year by calling 0845 4647 or visiting [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

If you think you need medicine to help your symptoms get better, remember your community pharmacist is a highly trained healthcare professional who can give you free advice on common illnesses and the remedies you need to treat them. Most North Lincolnshire pharmacies are open as usual 24th and 31st of December. Please click [HERE](#) for details of pharmacies open on 25th and 26th December and 1st January.

For an illness that seems more serious or won't go away, make an appointment with your GP. Normal surgeries don't operate on Bank Holidays but if your problem is urgent then Out-of-Hours medical assessment is available by telephoning your practice and following the instructions on the recorded message. You can also contact the Out of Hours



Service by calling **0345 6047341**.

Accident and Emergency departments provide **urgent** medical care for people who are seriously ill or have an injury that needs urgent attention. A&E is always **extremely busy** and should only be used for serious or life-threatening situations.

Emergency dental services are also available over the holidays by limited appointment. Please phone **0845 056 8298** to book to see an emergency dentist. Lines open daily from 9.00am to 12 noon & 6.00 pm to 9.00 pm but clinic times are limited over the holidays.

**All that's left to say is keep well, safe and warm this winter and please spare some time to check on vulnerable neighbours who might be feeling the cold.**

*Season's Greetings from  
all at North Lincolnshire*

*CCG*

