

You Said, We Did, So What

Feedback from the Surrey Heath Clinical Commissioning Group Annual General Meeting

27th September 2018



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The best possible health and wellbeing outcomes for our local community



Topic	You said	We did	So what
Finance	Frimley Park hospital serves an area larger than Surrey Heath. So how do we measure what we spend on hospital services.	Activity at Frimley Park Hospital (and other acute hospitals) is predominantly paid for under a nationally agreed tariff.	Patients at Frimley Park are linked back to the GP practice they are registered with, and if it is a Surrey Heath practice then Surrey Heath CCG will pay Frimley Park for that activity.
Medicine management	Good to recognise achievement but have you identified areas for improvement such as access to prescription medicines/devices available elsewhere in the country	We believe we have effective processes in place to ensure that medicines and devices are made available that provide effective treatment for patients in Surrey Heath CCG and value to the local NHS.	Like all organisations there may be some variations in how medicines and devices are commissioned and we will always reconsider these arrangements if new evidence or national guidance becomes available.



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<p>Children and Young People Mental Health</p>	<p>The development of the CYP MH charter is good, but what is happening to support CYP whilst this is happening when CAMHS services are not performing well?</p> <p>The development of CYP MH strategy is welcome but what is happening to support CYP and families in the meantime given CAMHS services are not performing well?</p>	<p>In early 2018 a number of concerns were raised about the Mindsight Surrey CAMHS service by young people, parents and schools. Surrey County Council, Surrey CCGs and the provider, Surrey & Borders Partnership NHS FT, came together as a system and responded to these concerns by commissioning an independent review of the services and putting in place a plan to reduce the number of young people waiting for initial assessment.</p> <p>The review took place between June and August 2018 and found a universal commitment to delivering high quality CAMH services to children and young people in Surrey and noted that the Mindsight Surrey model is innovative with a number of the services performing well and clinical interventions being perceived as good quality. It was acknowledged that there were and are significant issues. The vision for the service is not being wholly delivered, nor is it deliverable in the current context with a number of challenges faced including increased demand, long waits and complicated commissioning and delivery models. There are however some areas of excellence for example the HOPE and Eating Disorder services.</p>	<p>The CCGs in Surrey along with Surrey County Council, have invested a significant amount to reduce waiting times with around 1600 children and young people seen in a 16 week period as part of the improvement plan. In addition there was investment in the support available including additional counselling commissioned, group family support, information packs developed and support for GP's to help navigate the services available. These improvements continue, with the provider, schools and commissioners working together to better support children and young people whilst work is done in parallel to design a sustainable future service that meets the needs of our population.</p>