

ANNUAL REPORTER

FREE



North Yorkshire
Clinical Commissioning Group

Summary of our achievements during 2020-2021

The first year of NHS North Yorkshire CCG

Welcome to our annual reporter for the year which ends 31 March 2021. It highlights our work to drive better healthcare outcomes for the people of North Yorkshire and to support and empower local people to make informed decisions about their own health and wellbeing in partnership with health professionals during this most extraordinary year.

This past year saw us coming together as a new organisation – NHS North Yorkshire Clinical Commissioning Group (NYCCG) – on 1 April 2020, just as the nation was entering national lockdown and the NHS was stepping up to address the considerable challenges of the COVID-19 pandemic. This year has seen the NHS deliver exemplary care for COVID-19 patients, implement robust COVID-19 secure measures to ensure all services could be delivered safely, and roll out the largest national vaccination programme the country has ever seen, with the COVID-19 vaccination programme for all adults in the UK.

Over the last year partner organisations have collaborated across health, social care, local authorities and community groups, together with the public, to respond to the pandemic. It has truly been a joint response with a shared aim – to keep people safe and well and to save lives.

In the year to come, we will build on what we have achieved this year, and the step change in partnership working and agile decision-making which helped us respond to the COVID-19 pandemic as a health care



system.

Conversations are underway with colleagues across regional health and care, local authorities and delivery partners to actively transform the way that health and care is planned and delivered to better integrate services and improve people's experience at all stages of health and care. This work is part of a national transformation programme for healthcare to integrate decision making and align delivery and the changes are detailed within the white paper.

The experience of the pandemic and the transformation agenda underway will enable us to work differently with our partners to deliver healthcare collaboratively and consistently for local people. In the years ahead we will continue our work to build strong partnerships, bring patient-centred healthcare into the community, and empower healthy choices in the year ahead as we emerge from the pandemic and look to the future.

Don't miss out: stay in 'The Loop'

THE Loop is a virtual engagement network of patients, carers and the wider public with interests in health services funded by NHS North Yorkshire CCG.

If you live in North Yorkshire or if you are a patient registered at a GP practice in North Yorkshire, you can sign-up. It's free to join and you get first-hand information about the work of the CCG and developments to health services across North Yorkshire.

We currently have over 300 Loop members and we want to continue to expand our network so that we can listen to the views of people from the different communities we cover.

As a member you will: receive a monthly stakeholder newsletter (electronically) with the latest news and events and have the opportunity to contribute your views via surveys, focus groups and conversations and events and meetings.

You can join the loop by filling out the registration form on the NHS North Yorkshire Clinical Commissioning Group [website](https://www.northyorkshireccg.nhs.uk).



Be prepared for common ailments

Pain relief

Painkillers like aspirin, paracetamol and ibuprofen are highly effective at relieving many minor aches, pains and ailments, including a common cold

Antihistamines

Useful for allergies and insect bites, they're also helpful if you have hay fever

Oral rehydration salts

Fever, diarrhoea and vomiting can lead to dehydration. Oral rehydration salts are an easy way to help restore your body's balance of minerals and fluid



Anti-diarrhoea tablets

Diarrhoea is caused by a range of things, such as food poisoning or a stomach virus. Anti-diarrhoea medicine can control the symptoms of diarrhoea, though it won't deal with the underlying cause

Indigestion treatment

If you have stomach ache or heartburn, an antacid tablet or liquid will reduce stomach acidity and bring relief

Sunscreen

Keep a sun lotion of at least factor 15. Even fairly brief exposure to the sun can cause sunburn

Your first aid kit

A first aid kit can help treat minor cuts, sprains, bruises, bites and stings and reduce the risk of wounds becoming infected. It should contain plasters, bandages, sterile dressings, medical tape, antiseptic cream, tweezers, an eye wash solution and a thermometer

by keeping a well-stocked medicine cabinet at home

Your local pharmacy can help with many ailments, such as coughs, colds, asthma, eczema, hay fever, and period pain. They can give advice and recommend medicines that can help clear up the problem.

Instead of booking an appointment with your GP, you can see your local pharmacist any time – just walk in.

You can also call 111 for help, or visit the NHS website

Stay well

Guide to help you choose the right service for you and your NHS



North Yorkshire
Clinical Commissioning Group

Self-care

Hangovers.
Coughs. Colds.
Grazes. Small cuts.
Sore throats.



Self-care is the best choice to treat minor illnesses and injuries.

A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.

Pharmacy

Diarrhoea. Earache.
Painful coughs.
Sticky eyes.
Teething. Rashes.



Pharmacy Teams advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time.

No appointment is needed and most pharmacies have private consulting areas.

GP Practice

Illness where self-care and pharmacist care have not worked. Long-term medical conditions.



Doctors, nurses, healthcare assistants and paramedics working in GP Practices have an excellent understanding of general health issues and can deal with a wide range of health problems.

Minor Injuries

Cuts. Sprains.
Strains. Bruises.
Itchy rashes.
Minor burns.



Urgent Treatment Centres and **Minor Injuries Units** are for illnesses and injuries that need treating fast.

Appointments are not essential, but it's best to dial 111 first.

A&E/999

Severe bleeding. Severe chest pain. Strokes.
Breathing difficulties.
Loss of consciousness.



A&E or **999** are best used in an emergency for serious or life-threatening situations.

Urgent health problem?

... or you're unsure where to go to get medical help

Visit NHS 111
www.111.nhs.uk
via the NHS App

Or call 111 if you don't have access to the internet or NHS App on your smartphone or tablet



Patient Partner Networks

THE CCG Patient Partner Network is made up of two members of each practice's Patient Participation Group. The Network has three locality chapters: Harrogate and Rural District; Hambleton, Richmondshire and Whitby; and Scarborough and Ryedale.

The network is designed to act as a conduit for effective two-way communication between the CCG and practice patient participation groups and represent patients, carers and the wider public, ensuring that the patient and public voice is heard and informs the commissioning of local healthcare.

The network meets four times a year – in spring and winter in locality meetings and in summer and autumn across the network.

In the first year of the newly established CCG, we have made significant strides in developing and strengthening this network. In December 2020, we saw over 70 patient partners participate in the network, and over 50 in the spring meetings.

Patient stories

This year we launched '[Patient Stories](#)', highlighting patient experiences of healthcare during the COVID-19 pandemic. This is part of the wider patient engagement work which also involves our Patient Partner Network. These personal stories provide the CCG with valuable information about the patient experience and also help demonstrate how care continued during the pandemic. They were part of work to help encourage everyone to access the care that they needed.

The Go-To

For healthy minds in North Yorkshire

The Go-To website is the home of wellbeing and mental health for young people in North Yorkshire.

We're here to signpost young people, parents, carers and professionals to the right help and support.

Visit www.thegoto.org.uk



The Go-To for healthy minds in North Yorkshire

THE Go-To forms part of the CCG's drive to encourage young people, and their parents and carers, to understand the mental health services available to them and provide useful advice around managing their mental health.

The website (<https://www.thegoto.org.uk/>) – is designed to be a portal or 'single point of information' showcasing the mental health support services and information offered by different agencies in the county.

The website was developed by NHS North Yorkshire Clinical Commissioning Group on behalf of North Yorkshire County Council and neighbouring

CCGs (NHS Bradford District and Craven CCG, NHS Vale of York CCG) and promotes services within the existing North Yorkshire County Council boundary.

The aim of the website is to help young people find the right help and support in order to help them stay well, whatever is going on in their lives. COVID and its effects on children and young people have only served to increase our determination to make this one-stop-portal the best it can be.

Since the website was launched in 2020, NHS North Yorkshire CCG has received a substantial amount of positive feedback from stakeholders and

users. Early focus groups suggest there is a real appetite for further promotion of the website especially amongst schools, colleges and universities.

Alongside this we continue to encourage as many people as possible to sign up for [The Go-To Champions' programme](#). The 'Go-To Champions' programme provides children, young people, parents, carers and health care professionals with the opportunity to take a hands-on approach to developing the website by uploading content and creating blogs.



The Sleep Charity



Sleep Charity, an award-winning voluntary organisation based in Doncaster, was initially commissioned to offer services in Whitby, Scarborough and Ryedale has been extended across North Yorkshire. The project is to help children and young people overcome sleeping difficulties. It uses behavioural therapy, sleep clinics and workshops, rather than medication, to improve a child's sleep health.

It will also provide professionals' training to GP practice staff, health visitors and school nurses. Once a referral is

received, a child and their family will be triaged to the most appropriate level of support, based on need, ranging from workshops and webinars, to one-on-one support with a specialist sleep practitioner.

Families will also be able to access The Teen Sleep Hub, which contains links to twice-weekly live chats with professional sleep practitioners, top-tip videos for improved sleep and a downloadable e-book. To find out more about the service please visit [The Sleep Charity](https://www.sleepcharity.org.uk).



Wellbeing and resilience hub launched

Available to all health and care workers and their families, living or working in the Humber, Coast and Vale region, this Hub has been established in response to the COVID-19 pandemic, to support health and care staff who are struggling with the impact of COVID-19. The Resilience Hub is a confidential service and is independent of existing mental health and internal occupational health services.

The resilience hub staff are trained mental health professionals with extensive experience of working with people who have experienced traumatic and distressing events.

Research shows that health and care workers are at higher risk of developing mental health conditions if not adequately supported. If you work in a health and care environment, they are here to support you.



The Humber, Coast and Vale Resilience Hub

If you are a health, care or emergency worker and struggling with the impact of COVID-19 **we are here to help**

We can offer you and your family advice and support that can help with a range of issues from emotional wellbeing and bereavement to stress and burnout, debt or relationship issues.

Visit www.hcvresiliencehub.nhs.uk for more information.
You can also email teww.hcv-resiliencehub@nhs.net



NHS 111 First

The 111 First programme works to connect people with the right care first time and every time when they have urgent or emergency care needs.

If you think you need A&E, think 111 first. They will help you right away and if you need urgent care, they'll book you in to be seen quickly and safely. To find out more about NHS 111 including how to use the NHS 111 BSL interpreter service check out [NHS 111 online](https://www.nhs.uk/111).

Patients are now able to to allocated a time slot to arrive at Accident & Emergency (A&E) for treatment for non-life threatening conditions. This alignment has helped manage flows of patients through emergency departments.



Knowing our people



North Yorkshire is the largest county in England covering more than 3,000 square miles. The total population is currently 611,633 people and is set to increase to 620,300 by 2025.

There are more than 50 GP practices across the NHS North Yorkshire CCG region and the surrounding area serving a registered patient population of around 425,000.

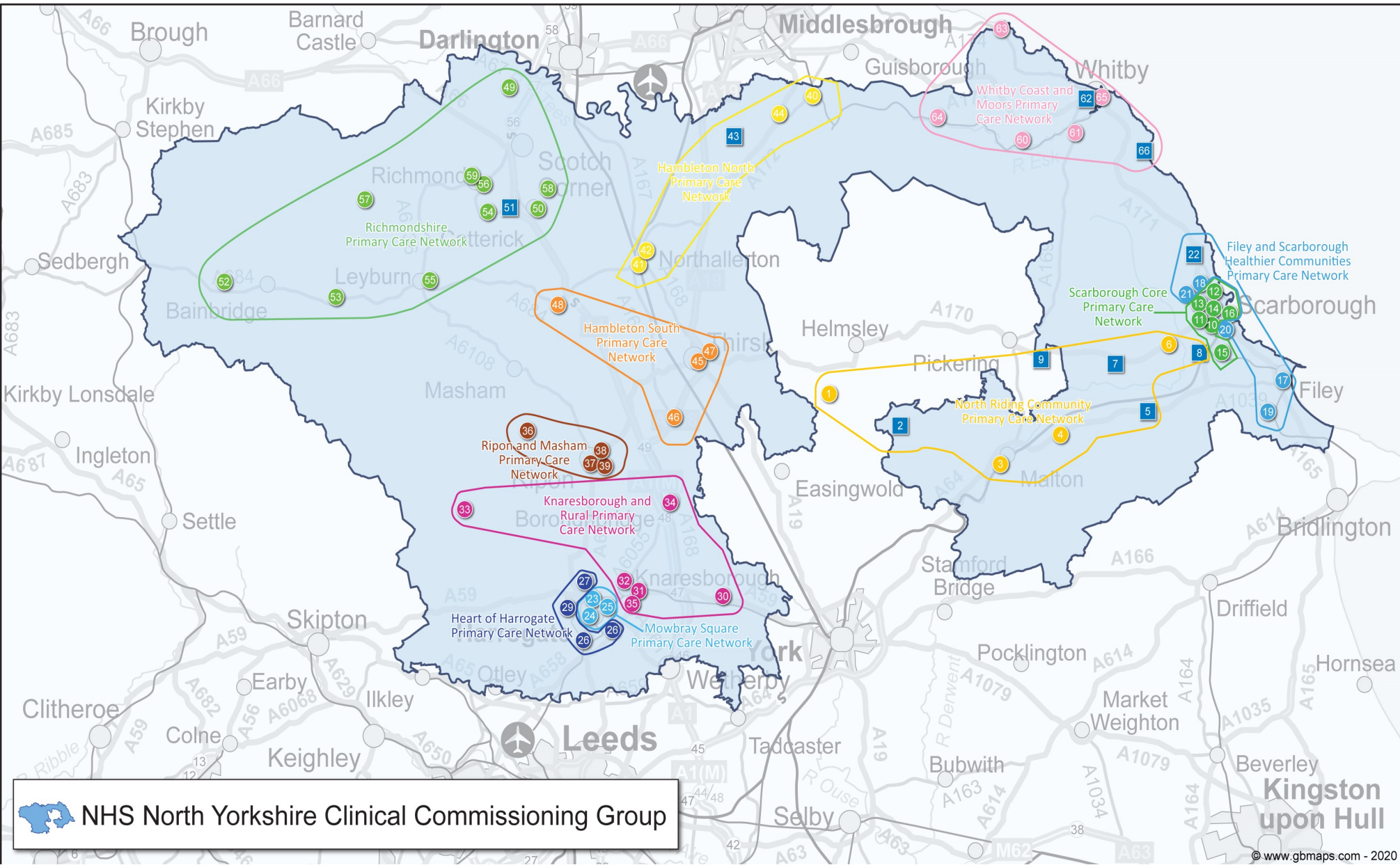
There is a high proportion of people aged over 65 (32%) in the North Yorkshire area compared with the national average (23%) ('national average' for this section refers to England).

The proportion of people aged 20 to 40 (25%) is lower than the national average (32%).

The age profile shows a lower proportion of the population in age groups 0 to 4 and 20 to 39 years compared with both England and the North East and Yorkshire region and a higher percentage (3%) of men and women in the 85+ age group than the national average (2.3%).

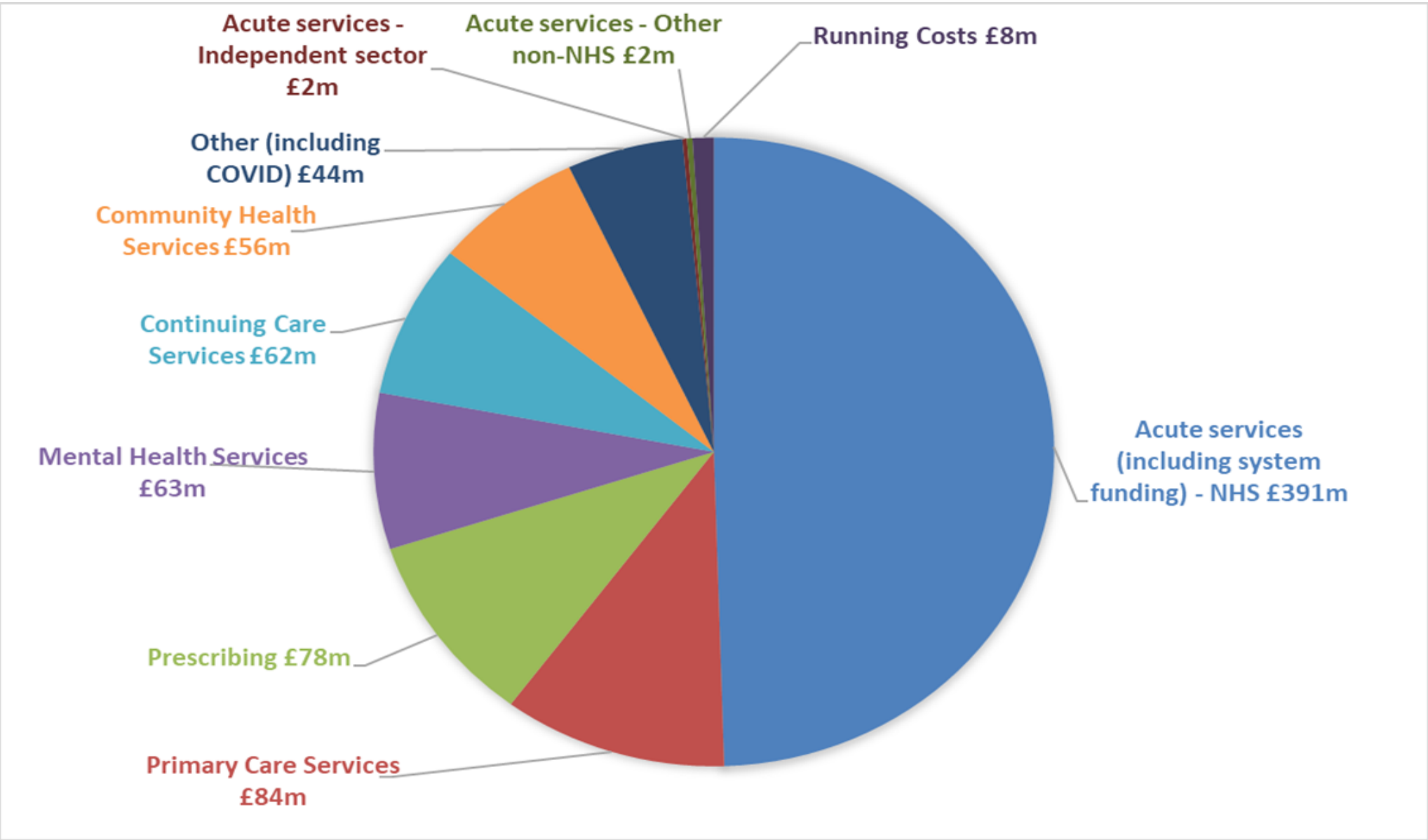
In North Yorkshire CCG, hypertension, depression, diabetes and asthma are the most common health problems with risk factors for most diseases higher in North Yorkshire CCG than for England.

Map of NHS North Yorkshire Clinical Commissioning Group boundary



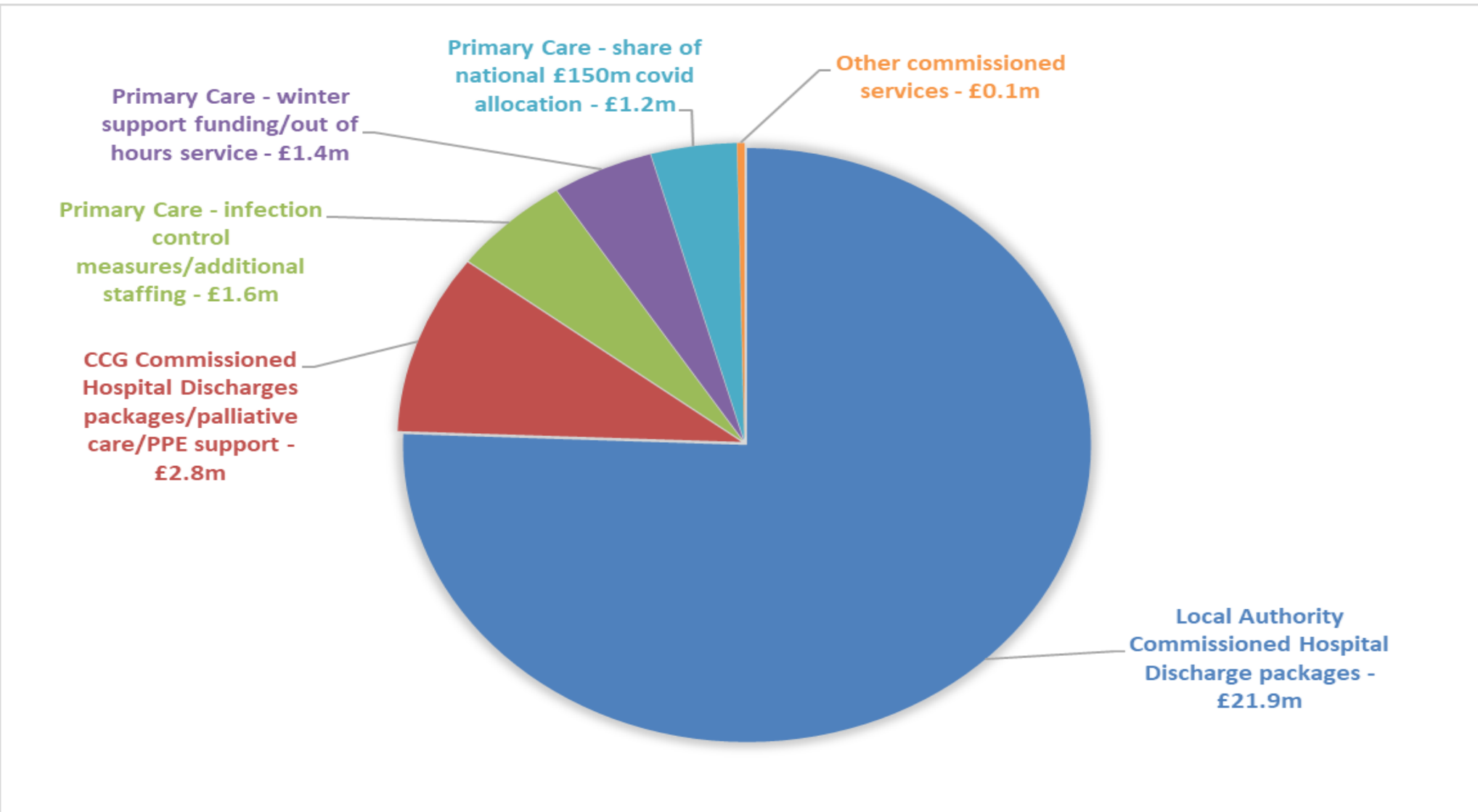
Clinical commissioning groups' spending in 2020-21

The CCG spent £790.5m commissioning healthcare services across North Yorkshire. Almost half of this expenditure (£391m) is with NHS acute hospitals for planned and emergency care.



Covid-19 expenditure

During 2020/21 the CCG incurred £28.9m supporting the local health system to both cope with COVID-19 activity and to help healthcare providers adapt their working practices.



Primary Care Networks

Primary Care Networks (PCNs) formally came into existence on 1 July 2019 and since then practices have been working together, and with the CCG and community providers, to develop and mature their networks. PCNs are intended to provide stability, generate different roles in general practice to supplement the workforce and contribute to larger, more multi-disciplinary teams. They also manage the finances for GP practices. The important benefit of PCNs is that they provide community leadership through local Clinical Directors and they are able to integrate with healthcare providers in other settings to ensure better place-based health and care.

PCNs have increased the capacity and resilience amongst GP practices workforce by supporting the recruitment of additional roles to allow the delivery of new patient focussed services. North Yorkshire CCG has eleven PCNs, these are detailed below (correct as of 31 March 2021):

Name of PCN and PCN List Size	Clinical Director	Practice name	
Whitby Coast and Moors 26,822	Dr Simon Stockill Whitby Group Practice	Leyburn Medical Practice	Aldbrough St. John
		Sleights and Sandsend Medical Practice	Egton Surgery
		Danby Surgery	Staithes Surgery
		Whitby Group Practice	
Knaresborough and Rural 54,084	Dr Chris Preece Church Lane Surgery	Church Lane Surgery	Eastgate Medical Group
		Springbank Surgery	Beech House Surgery
		Nidderdale Group Practice	Stockwell Road Surgery
Heart of Harrogate 51,359	Dr David Taylor Dr Moss & Partners	Dr. Moss & Partners	Church Ave. Med Grp
		The Leeds Rd Practice	Kingswood Surgery
Mowbray Square 30,076	Dr Ian Dilley East Parade Surgery	The Spa Surgery	Park Parade Surgery
		East Parade Surgery	
Ripon and Masham 29,000	Dr Richard Fletcher Dr Ingram and Partners	North House Surgery	Ripon Spa Surgery
		Dr. Ingram & Partners	Dr. Akester & Partners
North Riding Communities 38,677	Dr Greg Black Ampleforth and Hovingham Surgeries	Ampleforth and Hovingham Surgeries	Sherburn Surgery
		Ayton and Snainton Medical Practice	Derwent Practice
Scarborough CORE 51,517	Sally Brown Central Healthcare	Central Healthcare	Eastfield Medical Centre
		Brook Square Surgery	Castle Health Centre
Filey and Scarborough Healthier Communities 30,857	Dr Catherine Chapman Filey Surgery	Filey Surgery	Hackness Road Surgery
		Scarborough Medical Group	Hunmanby Surgery

International GP Recruitment



Humber, Coast and Vale Health and Care Partnership ran a pilot recruitment scheme to recruit 65 international GPs to practices across five CCGs: Hull; East Riding; Scarborough and Ryedale (now part of North Yorkshire CCG); North East Lincolnshire; and North Lincolnshire to increase the clinical capacity in the region.

The aim across the Scarborough and

Ryedale area was to allocate 12 international GPs to practices over the three year period. During 2020, due to the COVID-19 pandemic, some of this recruitment slowed but recruitment has continued with ring fenced funding of International GPs across the Humber, Coast and Vale footprint.

North Yorkshire CCG currently has seven international GPs in the Scarborough and Ryedale area who are either working or completing their clinical placement with an additional international GP due to come to the Scarborough area in June 2021. A further international GP has now completed their clinical placement and is working between Hull and Scarborough giving a total of nine

international GPs in the area by July 2021.

All international GPs are provided with individual support plans over a six month period, ahead of being assessed so as to ensure they meet NHS England standards and over 50 international GPs remain engaged in the process of studying for the Occupational English Test.

The scheme has developed close links with medical schools in Spain and two practices have hosted placements where a student in family medicine undertakes a placement for a month in a local practice with a view that once qualified would complete the recruitment process and relocate to one of our local practices.

Whitby Hospital

We advised you last year of the significant upgrade work at Whitby Hospital, which is now well underway and they are working towards a key milestone later this summer as work is completed on the tower block. (£13m renovation).

The redevelopment will result in a new and fit for purpose hospital in Whitby. The hospital will have inpatient beds, outpatient facilities, diagnostic services such as X-ray, physiotherapist and occupational therapy services and other services to support patients. The facility will also act as a base for community services staff and is planned to open to patients in early 2022.

The local community has been heavily involved in this project throughout the year on aspects of the finished space - garden project, ward/area naming and artwork projects as an example. (The Ward will be named the 'Memorial Ward', after the war



memorial on site and the Relatives Room will be named 'Heather Room' to reflect the beautiful purple flowers seen across the nearby moors.) You can read more about this and see a video, which gives you a walk through of the build during construction on our website.

Launch of new Be Aware online knowledge hub to tackle child exploitation in North Yorkshire

A new [safeguarding strategy and knowledge hub](#) has been launched, to continue the fight against all forms of child exploitation in North Yorkshire.

North Yorkshire Safeguarding Children Partnership (NYSCP) has launched the new strategy and information resource as part of its continued work in tackling all forms of Child Exploitation across North Yorkshire and ensuring the right resources, training and skills are in place.

Child Exploitation is a form of child abuse which affects the lives of children, young people, their families and communities in North Yorkshire and its impact on children can be destructive and long-lasting.

When a child or young person is exploited they are often groomed and given things such as gifts, drugs, money, status and affection. Abusers can also use violence or intimidation to frighten or force a child or young person into doing something they

don't want to do, or give them large sums of money or drugs which can't be repaid in order to control them.

Usually this is in exchange for carrying out criminal activity or performing sexual activities. Trafficking children to other parts of the country to take part in criminal or sexual activities is also often a feature of exploitation.



Friarage Hospital

Friarage Hospital in Northallerton is to benefit from a £1million investment to kick-start the development of a new diagnostic hub and remove disused buildings on the site which were built more than 70 years ago.

The new diagnostic hub will provide state-of-the-art facilities for patients undergoing urology and endoscopy procedures, this is the first phase of a £5 million scheme.

Digital technology

To enable GP practices to continue functioning the CCG distributed more than 400 laptops to GPs to support remote working and support non-face-to-face appointments within the first few weeks of the pandemic. The rapid response of the CCG's digital technology service was crucial in providing the tools to enable GPs to continue functioning and serving the population of North Yorkshire. The CCG also provided tablet devices for every care home in North Yorkshire to enable care homes to liaise remotely with their GP practices regarding patient care and receive training on the correct use of Personal Protective Equipment (PPE).

Scarborough Hospital Transformation



This year a £47million investment, which will deliver a new upgraded emergency and urgent care facility at Scarborough Hospital, which will double the clinical space as well provide a new integrated critical care floor for intensive care and coronary care. Conversations have started, and there will be further engagement in the year ahead, to ensure the new facilities best meet the needs of patients.

Qwell for Men



with their mental health and wellbeing before it gets to a point of crisis.

Men can access Qwell, which is accredited by the British Association for Counselling and Psychotherapy, to access one-on-one online sessions with qualified counsellors, receive and provide peer-to-peer support through moderated online forums, and read and contribute to articles.

Qwell for Men can also be used to keep an online journal and track your wellbeing via an interactive goal tracker. There are no waiting lists or thresholds for use, so men can use the free service as soon as they register.

Qwell for Men, delivered by Kooth, the UK's largest provider of online mental health services – has been commissioned for use by the Humber, Coast and Vale Health and Care Partnership. This marks the first time a digital mental health service has been commissioned specifically in response to male suicide.

The Partnership is made up of NHS organisations, local councils, health and care providers and voluntary and community organisations, who are working together to improve the health and wellbeing of the 1.7 million people living in Humber, Coast and Vale – an area which includes the cities of Hull and York and large rural areas across East Yorkshire, North Yorkshire and Northern Lincolnshire.

Recent data from Qwell has shown the impact of the Covid-19 pandemic on adult mental health. One in five (21.3%) are presenting with suicidal thoughts, more than half (54.6%) are presenting with anxiety and 27.10% are presenting with sadness.

A free online mental health and emotional wellbeing support service has been launched to help men living across the Humber, Coast and Vale area.

Men aged 18 and over living in North Yorkshire, York, Hull, East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire can now register to use [Qwell for Men](#) – a free, anonymous online counselling and emotional wellbeing service which can be accessed anywhere using a computer, smartphone or tablet device.

In England, around one in eight men have a common mental health problem such as depression, anxiety, panic disorder or obsessive compulsive disorder (OCD). Around three-quarters of registered suicides in England and Wales in 2019 were among men (4,303).

Two out of every three people who take their life have not previously had contact with mental health services so the Partnership is investing in different ways to support people

Humber Coast and Vale Health and Care Partnership

NHS North Yorkshire CCG is part of the [Humber Coast and Vale Health Integrated Care System](#). This partnership brings together regional health and care bodies and local government to identify and implement health and care improvements together. Patients in the CCG also benefit from close working relationships with other regional partners including (for patients in the previous NHS Harrogate and Rural District CCG footprint) the [West Yorkshire and Harrogate Cancer Alliance](#) and (for patients in the previous NHS Hambleton, Richmondshire and Whitby CCG footprint) the [Northern Cancer Alliance](#). Patients in the former NHS Scarborough and Ryedale CCG are served by the [Humber Coast and Vale Cancer Alliance](#).



Our Stakeholder newsletter

We produce a stakeholder email each month. This is distributed to roughly 400 people and covers news about the CCG's activities and developments in the broader health and care environment. You can sign up for the stakeholder newsletter here: <https://www.northyorkshireccg.nhs.uk/sign-up-for-our-newsletters/>



www.northyorkshireccg.nhs.uk

[f /NorthYorksCCG](#) [@northyorks_ccg](#)

Campaigns over the year



“I JUST KEPT IT ALL INSIDE”

JUST TALKING CAN HELP

Your health matters

help us help you



Not registered with a GP practice?

Being registered will help you get the right care when you need it.

Your health matters

help us help you



Adebola Adisa, GP



A COUGH THAT LASTS THREE WEEKS OR MORE COULD BE A WARNING SIGN

JUST CONTACT YOUR GP PRACTICE

Clear on cancer


help us help you

Download the NHS App 😊



Sarah, Pharmacist






Tees, Esk and Wear Valleys NHS Foundation Trust

Call us free of charge...

In a mental health emergency.



Contact your local TEWV crisis service on **FREEPHONE. 0800 0516171**

Advice on what to do in a mental health emergency is available on our website www.tewv.nhs.uk/crisisadvice