

# Merton Health and Care Plan & Commissioning Intentions 2019/20



# Who are we ?

Merton CCG are responsible for buying, planning and monitoring local healthcare services for everyone in the borough

We work with 24 GP practices and with local partners including:

Pharmacies

Hospitals

Dentists

Mental health providers

The Council

Community groups, including Healthwatch

We aim to:

Improve health and wellbeing

Reduce health inequalities

Ensure everyone has equal access to healthcare services



# Why we are here today?

- We work to continuously improve the services we plan and buy for people living in Merton
- We can only do this if we speak to patients and local community groups to gather their views on the services they use and what they feel needs improving
- To do this we are holding series of meetings with **community and patient groups** between August and November 2018
- We are using learning from similar work we did last year with patients to improve conversations with local people and community groups this year



# r challenges

- We know patients have to wait longer than they would expect to, to access some services
- The NHS is facing unprecedented financial challenges
- The quality of some of our services are variable
- Not all of our NHS buildings are in the best condition and need repairs
- Having good access psychological therapies remains a challenge
- There is expected growth in our population which will put pressure on services now and in the future
- There is an increasing demand for new treatments and therapies



# Early thinking about our priorities

## Start Well

- Integrated support for children and families
- Emotional wellbeing and mental health

## Live Well

- Wellbeing and long term conditions
- Mental health and wellbeing

## Age Well

- Complex health and care needs



# What local people and community organisations have told us so far



**Continuity of care** remains a priority for people in Merton, with a particular reference to ongoing support for managing long term conditions such as diabetes.

**Accessibility of services** is very important to people in Merton, particularly for services they have to use regularly



There is significant support for better **integration of health and social care services**. Services do not always feel **person centred** and did not always take into account the background and preferences of the individual.

People in Merton place a lot of value in **therapy support, and other specialist input**. However people did report concerns about the capacity of these teams and their ability to recruit and retain good staff



People are very positive about the move towards services **encouraging wellbeing and independence**. The social prescribing pilot in East Merton has held up as being a particularly good example of this.

**Mental Health** is a clear priority for people in Merton. Access to mental health services was raised as a concern, particularly for services for common mental health issues.



# Tell us what you matters to you?

- What NHS services have you used and liked in Merton?
- What services have you used that you think could be improved?



# What we will do with your feedback and comments

- We will use the feedback from this conversation to help shape our plans and deliver improvements in local services
- We will develop a report to show how we have taken on your comments and what services have changed as result of patient and public feedback, and share this with you





Any questions ?



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