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:

1. Pharmacies
2. Hospitals
3. Dentists
4. Mental health providers
5. The Council
6. 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
Our 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?