

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

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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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