

the **BIG** conversation

27 September to 20 December 2019

Funding for healthcare across Cambridgeshire and Peterborough is under pressure. More people are using our services, and resources are limited, this includes staff and money.

We are currently buying more services than we can afford with our current budget, which means we are overspending. This means we need to make some difficult decisions about the services we can afford to provide in the future.

The BIG conversation has been created to help us, the people who buy the healthcare services in your area, to understand what is most important to you, our local community.

What do we do at NHS Cambridgeshire and Peterborough Clinical Commissioning Group (CCG)?

Here at Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) we are responsible for buying NHS services in our local area. We have a

budget of £1.3 billion to deliver healthcare services to 980,000 people across Cambridgeshire and Peterborough. This includes funding for hospitals, GP services, pharmacies, mental health services, NHS 111 and much, much more.

Whilst £1.3 billion may sound like a lot of money, it sadly isn't enough to deliver all of the healthcare services that we would like. If our current budget was shared equally across our whole population it would amount to £1,125 to spend per person each year and we are currently operating at a deficit of £75 million, which means significant savings must be made. Which is why we need to make sure that money is spent in the best way possible.

This is how we spend our money at the moment...



£670.8m

Hospitals (acutes)

This includes... accident and emergency, operations, maternity services, specialist treatments, hospital stays, ambulances.



£155.8m

GP services (primary care)

This includes... visits to your GP, practice nurses and health care assistants, vaccinations, out of hours support.



£127.3m

Mental health

This includes... crisis support, support services including counselling, learning disability services.



£111.7m

Community healthcare

This includes... district nurses and physiotherapy.



£118.3m

Prescriptions (from GPs)

This includes... medicines and other items prescribed by your GP or nurse prescriber.

Other costs...

£68m for continuing healthcare; £25.1m Better Care Fund (together with local authorities); £16.4m for specialist services; clinical teams; non-emergency transport and other items; 1.47% for running costs and 0.43% as contingency.

Here is how much some typical services cost us to buy (bearing in mind that the current budget is approximately £1,125 per person per year if it was shared equally between each person in Cambridgeshire and Peterborough):



**A trip to
A&E
£73**



**Calling out an
ambulance
£180**



**A visit to
your local GP
£46**



**A night's stay
in hospital
£1,722**

How can the NHS locally help save money?

There are several different ways we can help save public money ensuring we can continue delivering the most important healthcare services that we need in our local area, and live within our means.

We can stop, reduce, or change things that we are already doing.

At the same time looking for ways to reduce costs to minimise changes to frontline services wherever possible.

Our team have already been working hard to:

- Reduce duplication within the NHS locally.
- Review and condense our own teams, working better together across services and teams.
- Become more efficient and reduce variation in procedures and processes across our area.
- Be more innovative within current financial constraints.

However, to deliver a good quality healthcare service within our budget, we will have to reduce funding for, or in some cases stop funding all together, some services in our area

What is your role in the BIG conversation?

We want to hear your thoughts about healthcare in Cambridgeshire and Peterborough. It's vital we find out more about the services you value most and listen to your ideas on how we might change the way people access and use healthcare services.

We need to work together making sure we deliver good quality healthcare within the budget we have been allocated. This is why we have created these new opportunities to listen to your ideas about how we might make savings in the future, whilst protecting the services you value most.

We want to listen to your experiences of using our local NHS services and hear about opportunities you have seen to change things.

Find out more about the BIG conversation by visiting bit.ly/NHSBigConversation.

Get involved

You can share your views in a number of ways:

- Fill in the questionnaire found online on our website: bit.ly/NHSBigConversation
- Fill in the paper copy of the questionnaire on the opposite page and send it FREEPOST to Freepost Plus RSCR-GSGK-XSHK, BIG conversation, Cambridgeshire and Peterborough CCG, Lockton House, Clarendon Road, Cambridge CB2 8FH by Friday 20 December 2019. You do not need a stamp.
- Attend one of our events – find an event near you, by visiting bit.ly/NHSBigConversation
- Phone us on 01223 725317

Share your views

1. If you needed to be seen by a healthcare professional, would you rather...

- Travel further for a specialist appointment, but be seen quicker
- Wait longer, but be seen locally

2. Thinking about all of the services that we fund and the savings we need to make, would you rather...

- We review all of our services and only keep the ones that have the greatest positive impact on the health of our community, while stopping others
- We make smaller reductions to most of our services

3. We spend millions of pounds on routine follow-up appointments after a treatment or a procedure. If everything has gone well, do you think...

- You should be seen face-to-face to be reassured that everything has gone well
- You would be happy to have a telephone call or video call (such as Skype) with a health professional to follow-up how you are doing and go in to see a doctor if there is any concern
- In most cases, if there is no need for a follow-up appointment, then you would be happy to be given a number to call if you had any concerns

4. We spend £5.3 million on medications each year which could be bought over the counter rather than via a prescription. Often these medicines are cheaper to buy over the counter than it is to pay for a prescription. Given the constraints on NHS finances, do you think...

- We should only prescribe items that cannot be purchased over the counter to enable the money to be spent on other healthcare services
- We should continue to prescribe anything people need and reduce other healthcare services

5. Like many other areas we have busy A&E departments and sometimes we struggle to see the most urgent cases quickly. Do you think...

- We should redirect people to other NHS services if you go to A&E and do not have a serious injury or illness that needs to be dealt with as an emergency
- You should always be seen at A&E if you go there and you shouldn't be turned away

6. Research shows that by living a healthy lifestyle – for example not smoking, maintaining an active lifestyle and healthy weight, and not drinking too much alcohol – you can reduce your chances of suffering from a number of illnesses and diseases, such as cancer, diabetes and heart disease. Given these facts, do you believe...

- You should be set targets to improve your own health, such as stopping smoking, reducing your weight or alcohol consumption, before having planned operations
- You should be able to access whatever services you need, even if you do not make lifestyle changes that would help to manage your condition better

7. Due to medical advances and people living longer and with more complex diseases we are seeing a big increase in the numbers of hospital referrals and planned operations. There are a number of reviews into how waiting lists are managed. Do you think...

- If it is clinically safe to do so, you would be happy to wait longer than 18 weeks for a procedure or appointment so that more urgent patients can be seen first?
If so, how long would you be prepared to wait?
 26 weeks? 36 weeks? 50 weeks?
- If a doctor thinks you need to be seen, then do you think you should be seen as soon as possible

8. Looking at how we use technology, would you prefer to...

- Have the opportunity to access healthcare services faster via technology, for example telephone appointments with your GP or live chat with a trained healthcare professional
- See a named medical professional face-to-face, but have to wait longer for that appointment

9. When you feel unwell, but it is not an emergency, and you need to see someone to talk about it, would you...

- Like one place to contact for advice and treatment which can book you an urgent appointment with the right service, within two days or sooner if need be
- Prefer to use the services you know are available and see how quickly you can be seen such as A&E, minor injury units, urgent care centres, GP out of hours or GP urgent appointments

10. Nearly eight million hospital appointments were missed across the country in 2017/18. Each hospital outpatient appointment costs around £120, which means almost £1 billion worth of appointments were missed - the equivalent to 257,000 hip replacements or 990,000 cataract operations. Almost 1.2 million GP hours were wasted because people did not turn up to their appointment – that's the equivalent of 600 GPs working full time for a year. Do you think...

- The NHS should get better at reminding people to attend, using automatic reminder systems wherever possible
- The NHS should get tougher on people who frequently miss appointments, unless they are vulnerable or have exceptional reasons for doing so
- These things happen and the NHS should be flexible enough to manage this

Do you have any other ideas or insights you'd like to share with us?

Finally, to understand who has given their views, we would like to collect some details. Any information provided in this section will only be used by Cambridgeshire and Peterborough Clinical Commissioning Group for the purpose of understanding who has responded.

Can you tell us which of the following age bands you belong to?

- 16-29 years 30-44 years 45-59 years 60-74 years 75+ years

How would you describe your ethnic background?

Finally, please could you tell us the first part of your postcode?

--	--	--	--	--

If you would like to be kept up-to-date with the feedback from the BIG conversation and the work of Cambridgeshire and Peterborough CCG please enter your email address here:

We will not share personal information with any third parties without your consent. You can withdraw or change your consent at any time by contacting the Communications and Engagement team at capccg.contact@nhs.net or on 01223 725317 or by writing to us at: Communications & Engagement Team, Cambridgeshire and Peterborough CCG, Lockton House, Clarendon Road, Cambridge, CB2 8FH.

The closing date for responses is **Friday 20 December 2019.**

Thank you for taking the time to complete this questionnaire.