

Highlight Report 2017-2018

About Us

Manchester Health and Care Commissioning is a partnership between Manchester City Council and NHS Manchester Clinical Commissioning Group.

Commissioning is about assessing the needs of local people, then planning, prioritising, purchasing and monitoring health and care services for them.

We began work on 1 April 2017. This highlight report is a snapshot of our first year and the progress we and our partners have made in creating a healthier Manchester.

We involve the public, patients, service users, voluntary organisations, clinicians and other professionals in the design of services.

Our work is clinically led by our 89 member GP practices and democratically accountable through the city council's executive members who sit on our board.

Our aims for Manchester's health and care

- Improve the health and wellbeing of people in Manchester
- Strengthen the social determinants of health and promote healthy lifestyles
- Ensure services are safe, equitable and of a high standard with less variation
- Enable people and communities to be active partners in their health and wellbeing
- Achieve a sustainable health and care system

Our Values

Positive



This means:	So we will:
We are proud of Manchester	Work with partners to deliver 'Our Manchester' strategy
We work to deliver for local people	Commission to promote social value
We do what we say we will	Deliver 100% of our operational plan each year
We are proactive, creative and ambitious	Try new things
We act quickly	Reduce bureaucracy and speed up decision making
We recognise the strengths of individuals and communities	Support and develop community assets through our commissioning work

Collaborative



This means:	So we will:
We listen to and act on what people tell us	Evidence the impact of local people's views
We are open and honest	Hold board meetings in public and publish as much as we can
We are active partners to work with	Play our part in delivering Manchester's priorities
We work on a neighbourhood basis	Ensure neighbourhoods influence decision making
We value our employees	Create healthy, reflective workplaces where we innovate and learn together
We influence regionally and nationally	Play an active role in GMHSCP and share good practice
We are clinically/professionally led	Have clinicians and professionals throughout the organisation, to shape and inform decision making
We work with all communities of place and identity	Monitor and evaluate Manchester's evolving population and reach out to communities to ensure their needs are reflected in the service we commission

Fair



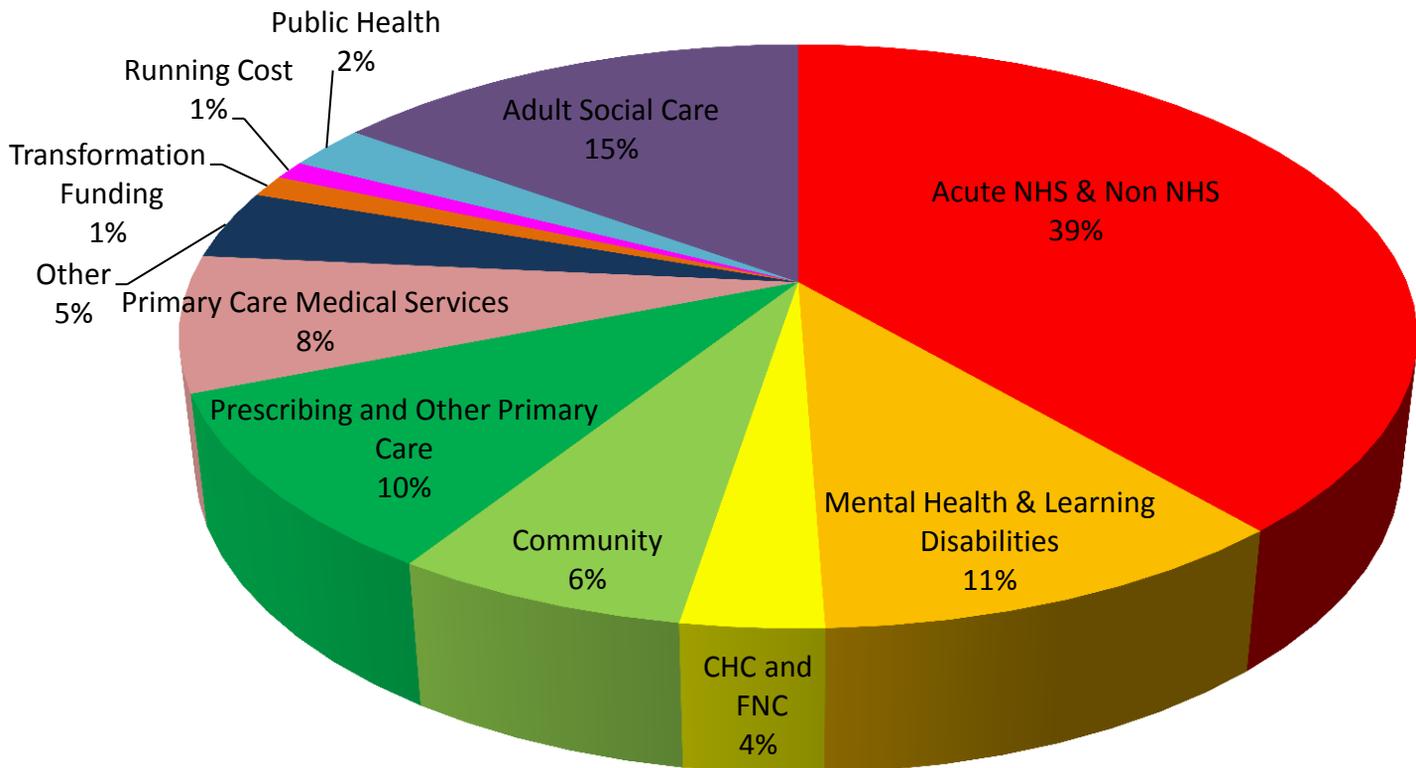
This means:	So we will:
We address health inequalities	Invest more in areas with poor outcomes currently
We make unbiased decisions	Make decisions based on evidence and data
We engage with and empower our workforce	Shape workforce practices, policies and development processes by our values
We recognise and value diversity and inclusion	Act on the views and experience of different communities
We develop equitable high quality services across Manchester	Swiftly address examples of poor quality care

Our achievements in 2017/18

- **19.5%** reduction in childhood asthma admissions compared to 2015/16
- Better care for **2000** more residents identified with asthma, **1000** more with diabetes, **500** more with COPD
- **2** practices run by new GP providers to address long standing quality issues
- **24** bed intermediate care facility on NMGH site
- Village **135** extra care housing facility launched
- **£1** an hour pay rise for home care assistants
- Funding agreed for **1000s** more to access lung screening
- **600** more people accessing IAPT in January than December, EIP waiting time target of **50%** achieved
- **35** VCSE projects funded to support mental health in communities

Manchester Health and Social Care budget

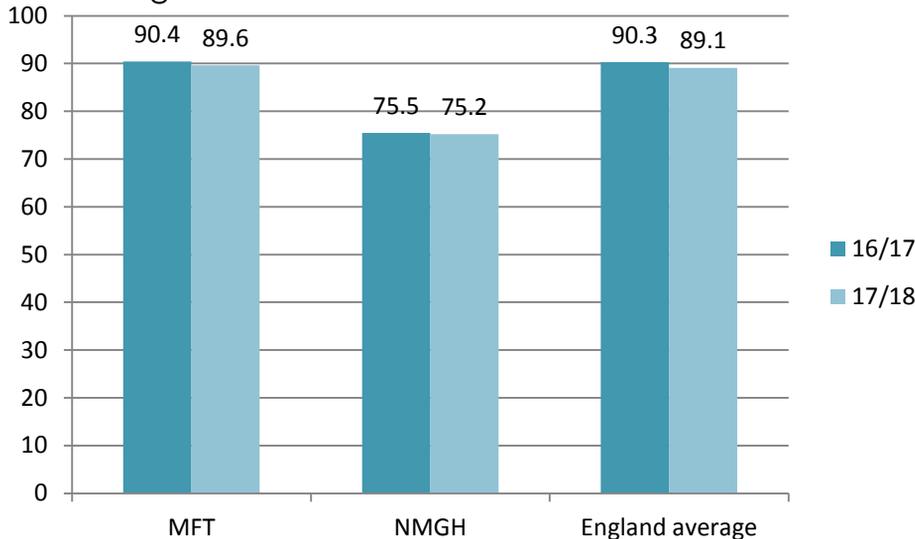
In 2017/18 we spent **£1.1 billion** on health and social care services for the people of Manchester.



Performance

Like other areas of England, the health and care system in Manchester has been under great pressure during the past year, particularly during the winter period. The reasons for this include:

- Rising demand at A&E departments
- The increasing seriousness of patients' conditions and illnesses
- Difficulties in discharging inpatients when they are ready to go home
- Staff shortages



Percentage of patients at A&E who were seen within four hours.

Cancer

There have been challenges in meeting the cancer standards where our hospitals have seen particular pressures in upper and lower gastrointestinal tumour groups and urological cancers

- 24,471 patients were referred for suspected cancer, of whom 23,161 waited less than 2 weeks to be seen (94%).
- 3,847 patients started definitive treatment for Cancer, of whom 3,778 waited less than 31 days to start that treatment from referral (98.3%).

Mental Health

- 14,760 patients received psychological therapies for depression or anxiety disorders, out of nearly 90,000 people in Manchester who are estimated to be affected.
- 5,105 patients finished a course of treatment during 2017/18. Of those 63% had their first appointment within six weeks and 96% within 18 weeks.
- 1,940 of these patients (38%) were assessed as moving to recovery, following at least two treatment sessions.

Care Homes

- 750 people provide home care services in Manchester, making 40,000 visits per week to nearly 18,000 people
- The number of hours of home care provided has grown 18% from 2015-17, from 23,201 to 27,415 - enabling more people to continue to live in their own homes

How we involve local people and communities

We have worked closely with local charities, community groups and voluntary sector organisations to hear the voices of our diverse population.

We also listen to people's views on how they wish to lead healthy lives and what their experience is of using health and care services. We use this information and their views to change and improve the way services are provided.

The areas we investigated and suggested improvement during 2017/18 included services for

- People with physical disabilities or learning disabilities
- People with hearing impairment or loss
- People with visual impairment or sight loss
- Ethnic minority families and carers of people with a learning disability
- Homeless people in using health and care services
- Asylum seekers, refugees and migrants
- Carers
- Older people who suffer domestic abuse
- People who have dyslexia
- Asian women who use cancer screening services
- Alcohol and drug users
- Young men who live in temporary accommodation
- Chinese and Vietnamese communities
- Women in prison
- Young care leavers

Get involved

MHCC are keen for local people just like you, to get involved and have their say – whether as a public or patient group participant, or maybe you've got a compliment or a suggestion that can help us improve your local health services.

To find out more about how you can help shape health and care services in Manchester visit mhcc.nhs.uk or call 0161 765 4000

Our healthier Manchester

Health and care organisations in Manchester have agreed to work together with local people and voluntary organisations to change services for the better.

Our Locality Plan "Our Healthier Manchester" is about joining up services – like hospitals, GP practices, mental health and social services – and improving people's health, wellbeing and chances of a better life.

This year we are sharing more information about Our Healthier Manchester and we want to hear your thoughts on the proposals and your ideas for how we can work with our communities and neighbourhoods to make these plans a reality for Manchester's generations to come.

Pick up a copy of the Our Healthier Manchester Update to find what we have done to date and see how we are progressing to give all Manchester people the healthier life that will help them and our whole city to thrive.

You can also visit our website healthiermanchester.org