

Our mission

To ensure that the health services we manage for the people of Trafford are provided at the right place and at the right time, and that services are safe, of a high quality and are value for money.

Our values

- Compassion, respect and dignity
- Commitment to quality care to improve lives
- Working together for patients
- Selflessness and recognition that everyone counts
- Integrity, openness and honesty in all our interactions
- Objectivity and accountability in all we do

Our aims

- To improve population health
- To improve care and patient experience
- To lower the costs of providing services

Our strategic objectives

- To consistently achieve local and national quality standards
- To deliver an increased proportion of services from primary care and community services in an integrated way
- To reduce the gap in health outcomes between the most and least deprived communities in Trafford
- To be financially sustainable

Welcome...

... To Trafford Clinical Commissioning Group (CCG), formed from your local GPs to deliver services you want in the right places and at the most appropriate times.

This is our patient prospectus; a document that we hope will explain our plans for the year to April 2014.

These plans are the culmination of GP discussions with staff, our GP member practices, other healthcare professionals, partner organisations, patients and community groups, and not only do they reflect the views of all of these key groups, but they also take into account Trafford's overall strategy to improve health and wellbeing in the borough, linked with the council.

Public service organisations in Trafford are working very closely to reduce the health inequalities that exist in different parts of the borough; as the most recent report from the Public Health Observatories in 2012 shows life expectancy is still over 10 years lower for the men and over five years lower for the women that live in the most deprived areas of Trafford

This 'health profile' has helped to shape the CCG's plans, which focus on the following clinical priorities:

- Tackling the issues of childhood obesity
- Reducing ill health caused by alcohol
- Preventing deaths from the three big killers: Cardio-vascular disease (heart attack and stroke), respiratory problems and cancer
- Improving mental health services (specifically, dementia)

We will be using a budget of over £275million to buy health and care services on behalf of a population of over 230,000 people. As an overview, we will be spending:

- **£188million on NHS healthcare providers**

£148million of which will be spent on acute hospital based care, but we will be spending significantly more money within community services than in previous years.

- **£20million on non-NHS providers**

This includes services for learning disabilities, continuing care and commissioned health care services such as Clinical Assessment and Treatment Centres (CATS).

- **£39million on primary care, prescribing and out of hours services**

- **£5.4million on specialised services as part of a risk-share agreement**

The cost of providing administration for those services will be £5.6million in the year to April 2014.

- **£5.6million on running costs**

The balance of funds will be invested in healthcare services when other plans that are currently in discussion, are finalised.

We want to ensure that the Trafford population has the best possible healthcare outcomes by commissioning high quality, fair and integrated services. We will continually aim to improve the quality of services, right from the specification stage as part of our commissioning cycle through to the contracting and the ongoing monitoring of health service providers.

Our vision for integrated care is about ensuring that each of our patients experience a smooth, hassle free journey regardless of which provider they come into contact with across both health and social care. In order to achieve this we will commission services that are patient-centred and co-ordinated. (Read more on page 8.)

The views of patients, Trafford residents, community groups, health professionals, staff and stakeholders are all vital in ensuring that we can continue to commission the right health and care services for people that are provided in the right place and at the right time, ensuring high quality care for all.

Thank you for taking the time to look at our plans, and do not hesitate to get in touch with us using our contact details on page 9.

From Trafford CCG's clinical leadership team:



Dr Kath Sutton
Chair



Dr Nigel Guest
Chief Clinical Officer



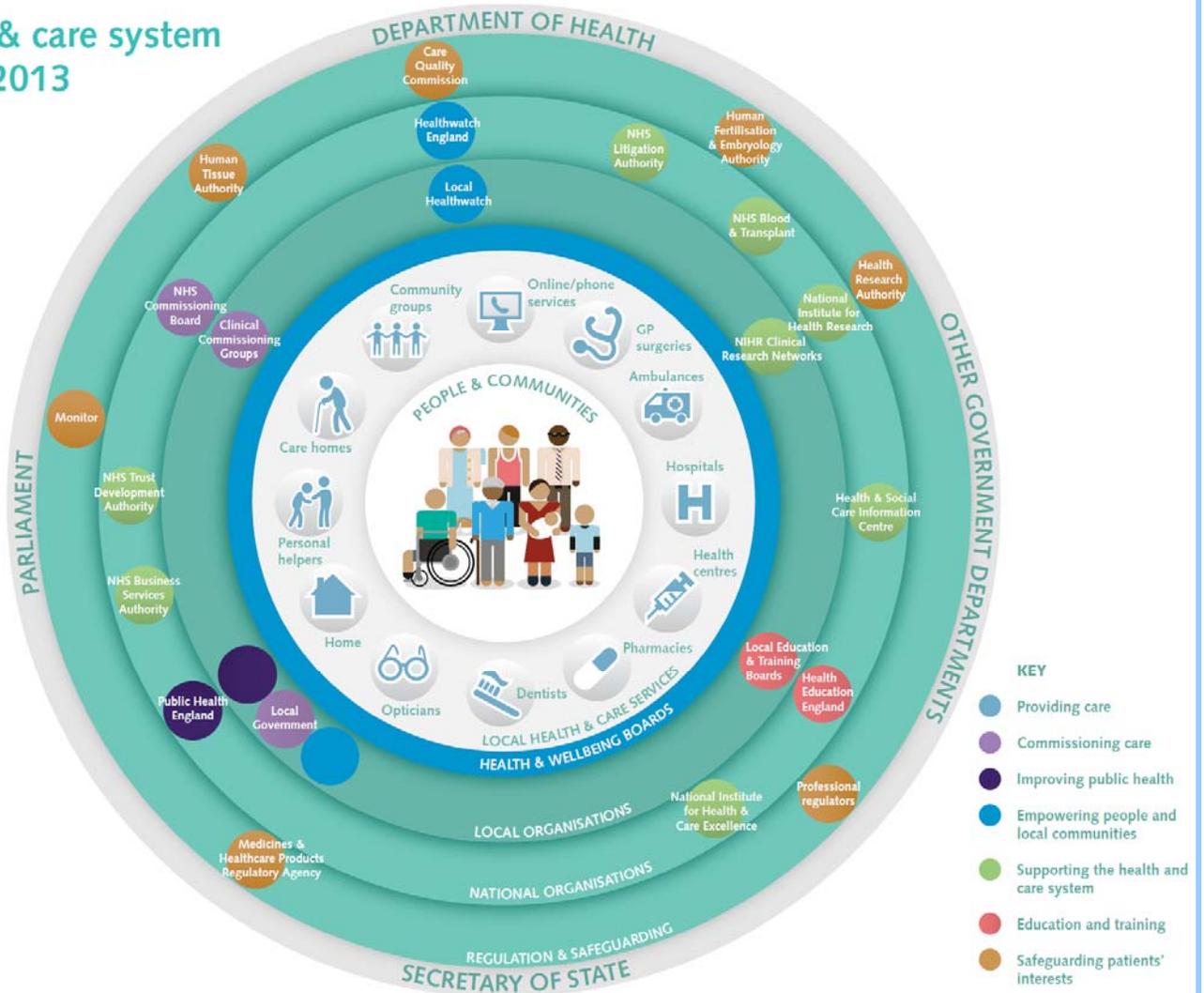
Dr Michael Gregory
Clinical Director



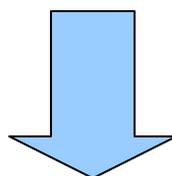
Dr Mark Jarvis
Clinical Director

Our plans

The health & care system from April 2013

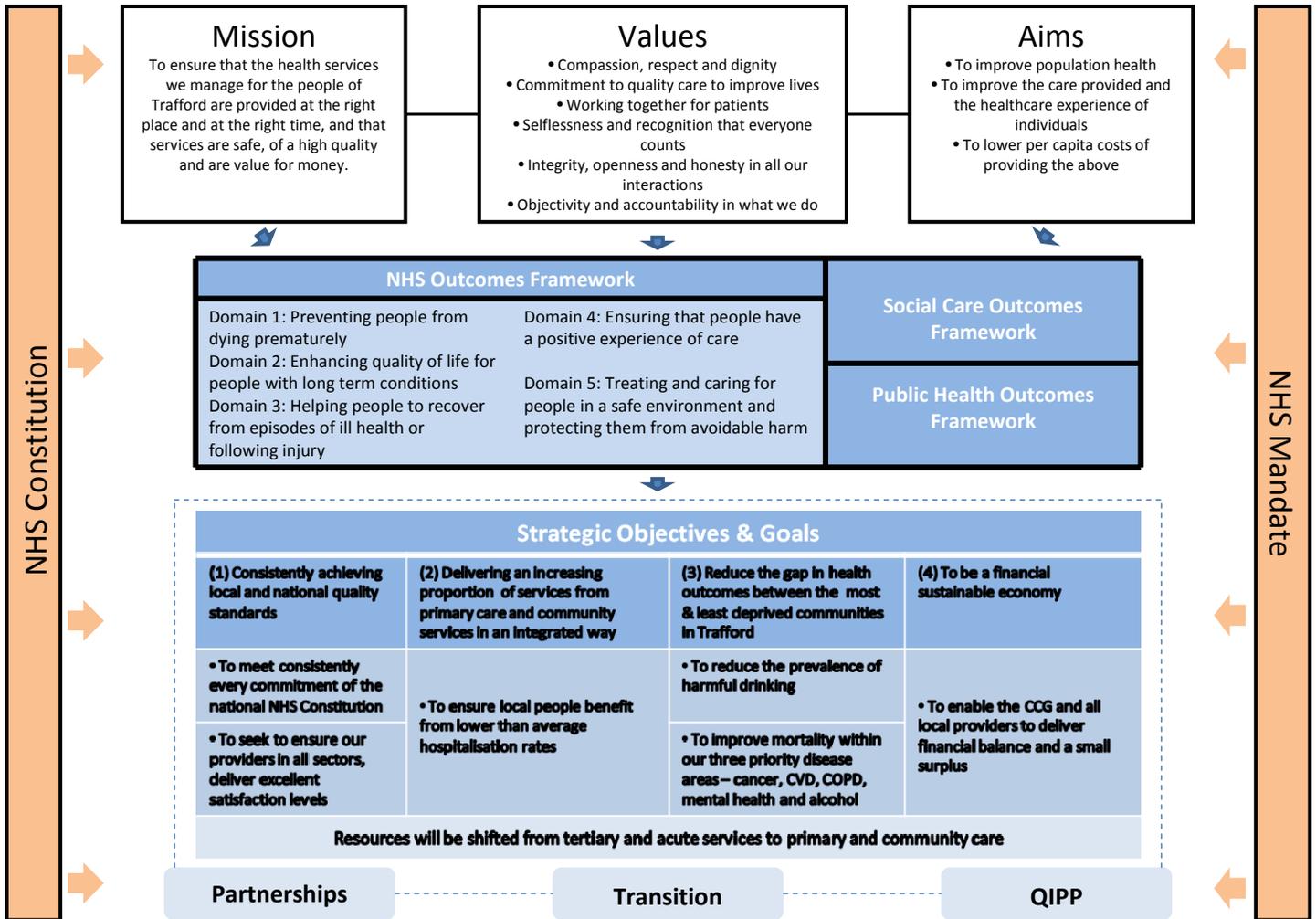


Trafford Clinical Commissioning Group is part of a national health and care system that has patients at its heart – it is the needs of people and communities that help inform our **operational plan**

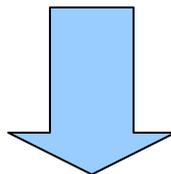


Operational plan

Trafford CCG 'Plan on a Page'



Our operational plan shows how our mission, values and aims link to national frameworks and also inform our strategic objectives – in turn this leads to our **operational framework**



Operational framework

A New Health Deal for Trafford

Planned care

Information and reporting

Urgent care

Safeguarding



Care coordination centre

Medicines

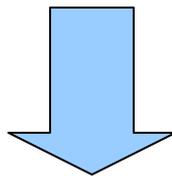
Primary care

Mental health

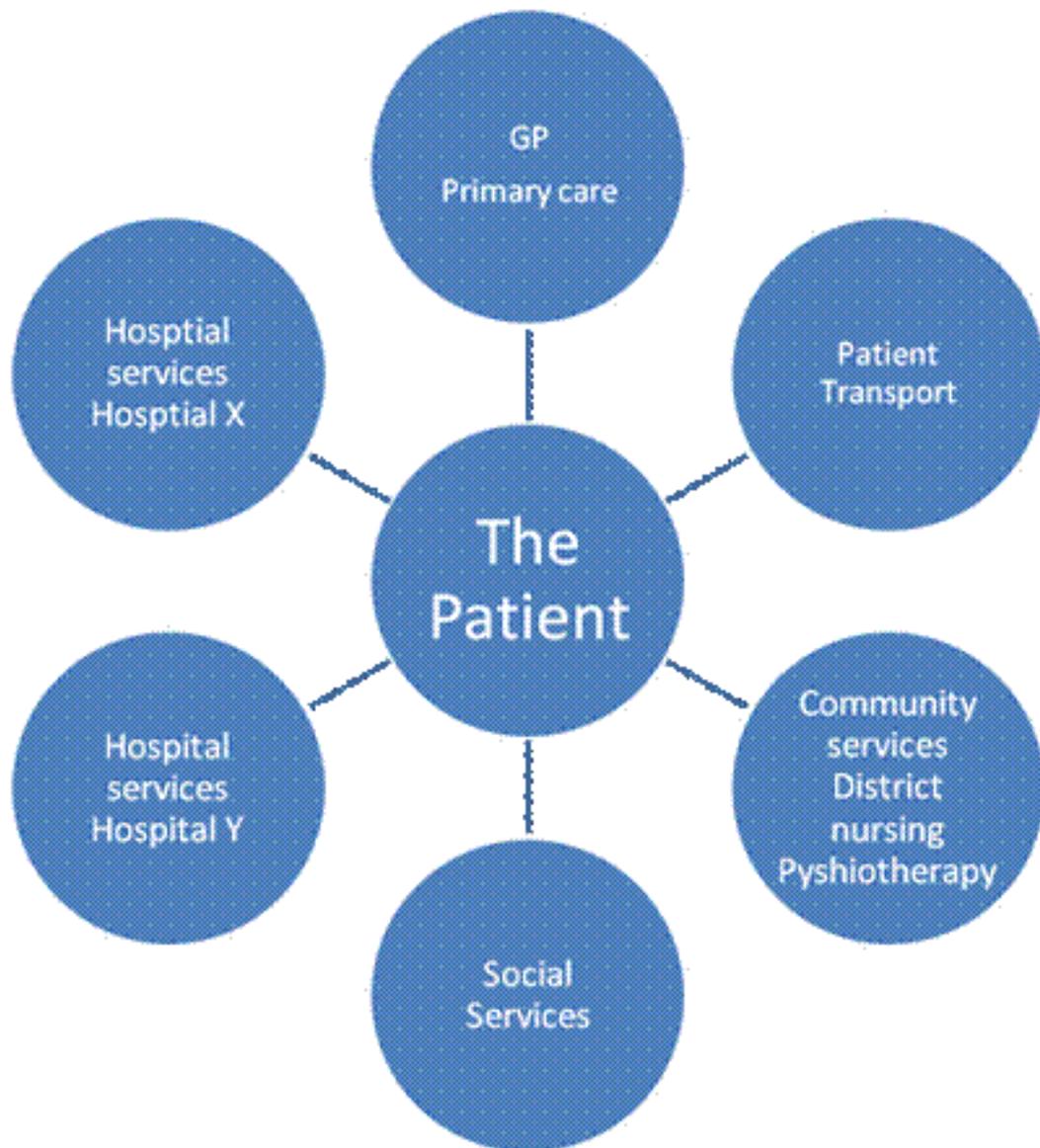
Children and young people

Respiratory

The operational framework is made up of the above themed areas, which guide all activity carried out by **Trafford CCG**



Integrated care



Trafford Clinical Commissioning Group's commissioning strategy puts coordinated care, wrapped around the needs of its patients, at the heart of its **integrated care agenda**

Stay in touch

There are lots of ways to get in touch with us...

Write to us

Trafford Clinical Commissioning Group
3rd floor, Oakland House
Talbot Road
Manchester, M16 0PQ

Call us

0161 873 9500 (main switchboard)
If you are deaf, hard of hearing or have speech problems and use a text phone, please call **18001** then **0161 920 6026**.

E-mail us

mail@trafford.nhs.uk

You can also contact some specific teams directly...

Contact the **communications and engagement team**, who can also send you a form to join our patient involvement database by emailing traffordtalkshealth@trafford.nhs.uk.

Contact the **Patient Advice and Liaison Service (PALS)** by calling 0161 873 9577.

Find out about **how to make a complaint** by calling 0161 873 9634.