

Health Scrutiny Committee

Date: 15 October 2014

Health and Care Review

Introduction

1. Ipswich and East Suffolk Clinical Commissioning Group, West Suffolk Clinical Commissioning Group and Suffolk Council updated the Committee on 2 July on the Health and Care Review.
2. This is a joint paper to give the Committee further opportunity to see progress.

Main Body of Evidence

Progress on contracting

Current Contract requirements

3. There are a number of contracts that are due to expire over the next year. The largest is the Serco community contract that finishes on the 30/09/2015, this contract has numerous service lines, for both Adult, Children, dental and community services amongst others. Similarly the 111 and Out of Hours contracts are due to expire at the end of March 2015.
4. To progress the Health and Care Review, there is a requirement to renew/extend current contracts to ensure we are able to complete the review whilst continuing to:
 - act in the best Interests of patients to ensure their needs are met:
 - further develop the model and specifications to improve efficiency and quality of services;
 - continue to work transparently with all stakeholders/ providers equally

Community Contract

5. Due to fact there is no provision to extend the current contract, the recommendation is to undertake a short mini procurement commencing October 2014 to ensure mobilisation for commencement of new contract 01/10/2015. This will be a 1 year plus 1 year contract whilst the work on the commissioning model and method continues.

Out of Hours

6. Extend the current Out of Hours (OOH) contract for 18 months with provision for a further 12 months, with appropriate break clauses. This also enables the further national development of publishing an Alternative Provider Medical

Services (APMS) compliant contract to enable integration between 111 and OOH as a single contract.

NHS 111

7. In line with NHS England recommendations, the recommendation is to extend the current contract for 18 months with provision for a further 12 months with appropriate break clauses, whilst the above mentioned contract is developed.
8. The above contract extension timelines will allow the full analysis of the options to take place regarding the future model of care, although will be subject to the current contractual standards for termination and will not prohibit termination for poor performance.
9. The recommendations were agreed at the meeting of the West Suffolk CCG Governing Body on Wednesday 24th September 2014 and at the Ipswich & East CCG Governing Body on Tuesday 30th September 2014.

Progress on service specifications

10. The development of the service specifications has taken into account what the public has said so far. Arrangements are being made for the specifications to be made available on-line.
11. Attached as Appendix 1 are the key messages being delivered at the Health & Care Review Focus Group sessions.

Progress on multi-disciplinary teams

12. The Health and Independence model proposes the creation of Integrated Neighbourhood Teams made up of GPs and practice staff, social care and community health staff. Delivery of the model is now the responsibility of the two Integrated Care Networks in Ipswich and East and West Suffolk. Some aspects of the model are already in place (risk stratification and monthly multi-disciplinary team meetings), but in order to test the concept of a wholly integrated system, proposals for early adopter sites are being developed. These sites would provide a test of concept for the model, and allow for issues and barriers to be addressed on a small scale, and provide learning for the wider roll out. Whilst these plans are at an early stage all partners are committed to delivery at pace.

Progress on seven day working

13. Many patients across east and west Suffolk already have seven-day access to GP services. This access is achieved through a combination of weekday GP surgery opening hours, Saturday opening at many GP surgeries and the out-of-hours GP service provided by Care UK and available through NHS 111.
14. Patient satisfaction with GP surgery opening times is very good. The most recent NHS England GP Patient survey (published July 2014) shows that:
 - 78% of patients in east Suffolk say that their GP surgery is open at times convenient to them;
 - 74% of patients in west Suffolk say that their GP surgery is open at times convenient to them

West Suffolk CCG

15. The CCG is progressing seven day working as part of CQUIN with both West Suffolk Foundation Trust and Suffolk Community Healthcare. The priorities this year have put focus on the following range of services:

- All WSFT patients to have access to seven day consultant review.
- Diagnostic tests (CT, ultrasound) to be available at weekends if the referring clinician considers the test will change the clinical management of the patient or reduce length of stay.
- Weekend consultant to link with the 24/7 critical care outreach team in the management of deteriorating patients.
- All patients admitted to the Acute Medical Unit (F8) will be seen by a consultant each day of the week. All patients, where there is a significant clinical concern at handover on a Friday evening, or where such concerns are raised by ward staff during the weekend, will be reviewed by a consultant during the weekend.
- Admission prevention with an emphasis on joining up provision across all providers in order to maximise coverage across a wide range of disciplines and services.
- Discharge planning with an emphasis on proactive decision making and supported discharge by community services.

Developmental areas in 2014/15:

- Access to diagnostic tests to be reviewed with expectation that faster turnaround times of some scans will expedite patient throughput.
- Supporting care homes with an emphasis on seven day proactive care support to residents identified as most at risk of a deterioration in their health.
- Benchmarking against Sir Bruce Keogh's NHS Services, Seven Days a Week: Clinical Standards.

Ipswich and East Suffolk CCG

16. The CCG has agreed an incentive scheme in 2014/15 with Ipswich Hospital. The following have been delivered under this scheme since April 2014/15:

- Emergency Assessment Unit (EAU) consultant ward rounds: Mon-Fri 0900-1900, Weekends 0900-1300 & 1700-2000.
- Paediatric Assessment Unit (PAU) consultant ward rounds 7 days a week.
- Staff grades ensuring all medical patients are reviewed over the weekend with support from on call consultant.
- 7 day consultant GI bleed rota.
- Physiotherapy and Occupational Therapy provision to EAU 7 days per week.
- Critical care outreach 7 days per week.

- Same day urgent see and treat for high risk TIA patients 7 days per week.
- MRI, CT and Ultrasound within 24 hours (and partial for discharge would be expedited if diagnostic had been done in 4 hours)
- Computerised Tomography Pulmonary Angiography (CTPA) within 24 hours
- Endoscopy 6 days per week (not Sundays)
- DVT service 6 days per week (not Sundays)

17. In addition the Trust will be delivering in year:

- Baseline reviews of:
 - i) patient experience differences between weekdays and weekends;
 - ii) timeliness of consultant reviews at weekends;
 - iii) how many patients get a second review in a timely manner;
 - iv) supervision of trainees at weekends;
- Improved 7 day access to pharmacy and scoping of improved access to speech and language therapy;
- Standardisation of shift handovers and review of effectiveness of roll out.
- Begin to shift diagnostic responsiveness from 24 hours to 12 hours.
- Access to psychiatric liaison services (ongoing pilot).
- Introduction of professional standards to therapy roles.
- Joint review with CCG and EEAST of patient transport accessibility at weekends.

Progress on information sharing

18. Data sharing arrangements are in place between NHS organisations and with Suffolk County Council in order to share customer data. Specific agreements are in place to facilitate the Multi Agency Safeguarding Hub which was set up earlier in 2014. In addition the County Council is ensuring that all adult social care records have an up to date NHS number which will be used as the common identifier for customer level information sharing.

19. It is also an ambition that people's individual NHS number will be a key enabler to sharing of data for secondary use, particularly between commissioners across the CCGs and Local Authority. However, this has only been made possible to pioneer sites through a Section 251 exemption and will not be possible in Suffolk until the national legal framework is in place to enable sharing at this level.

Glossary

CCGs – Clinical Commissioning Groups

CQUIN – Commissioning for Quality and Innovation

CT – Computerised Tomography

CTPA – Computerised Tomography Pulmonary Angiography

DVT – Deep Vein Thrombosis

EAU – Emergency Assessment Unit

EEAST – East of England Ambulance Service NHS Trust

GI – Gastro-Intestinal

GPs – General Practitioners

MRI – Magnetic Resonance Imaging

NHS – National Health Service

OOH – Out of Hours

PAU – Paediatric Assessment Unit

TIA – Transient Ischemic Attack (mini-stroke)

WSFT – West Suffolk Foundation Trust

