

**BaNES CCG Briefing Update to Well-being & Policy Development Panel
Friday 5th July 2013**

1. Emergency Pressures

At the last meeting both the CCG and RUH reported on the on-going emergency pressures that have been experienced locally and nationally and had impacted on local performance against the 4 hour standard.

These pressures have temporarily abated and the RUH have been delivering above the 4 hour standard for the last 8 weeks.

Work is underway to begin preparing for this year's anticipated emergency pressures which usually begin to impact in late October. This work includes a review of escalation arrangements across all providers – this is the set of actions providers will take at different stages of escalation. A health and social care community wide simulation event is due to take place on the 23rd July 2013 which will also be used to test system resilience. Discussions are also underway to agree investment into schemes that will support patient flow over the winter period.

2. 111 Update

BaNES and Wiltshire CCGs are continuing to work very closely with Harmoni on the implementation of 111. Harmoni continue to make steady progress on delivering improved performance for the 111 service in line with the agreed rectification plan. This includes improvements in the percentage of calls answered within 60 seconds with performance on weekend of June 22nd and 23rd was 94.6% and 98.2 %.

Some contingency arrangements remain in place until the end of July including the continued management of NHS Direct calls at a national level. NHS England continues to apply a checkpoint process for the further roll-out of 111 services nationally and we are working within the framework set by them to ensure that further roll out of service arrangements are robust and safe.

The CCG will continue to monitor performance and the work being done by Harmoni to recruit more Health and Clinical Advisors to ensure that all calls to the NHS 111 service are appropriately managed and triaged and that Harmoni is consistently providing a safe and effective service.

The Full Service Commencement has been deferred until a time we are satisfied, as commissioners that Harmoni is providing a safe and effective service in line with specification requirements.

3. AWP Update

The CCG welcomes a new review of Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) that presents a very positive picture. The independent review team, led by Susan Sutherland, was first commissioned to undertake a review of governance and management arrangements at the Trust following concerns raised in two mental health homicides reviews. In its 2012 report the review team criticised the Trust for its lack of clinical engagement and slow incident reporting to the National Patient Safety Agency.

The independent review team assessed progress over the past year and describes the Trust as "completely different and unrecognisable from our previous visits in a very positive way." The team's report says AWP is "open, honest, transparent, and supportive and focussed on the delivery of high quality care".

4. Working together with the RUH and Wiltshire CCG

A three-way board meeting between BaNES and Wiltshire CCGs and the RUH has been held for the first time. We are working together towards a shared vision for the local health community and setting out our shared objectives.

Clinical members of BaNES and Wiltshire CCGs attended their first site visit of the RUH on the 28th June 2013. This was the first in a programme of informal visits running alongside quarterly assurance visits. 3 clinical areas were visited including Acute Oncology, Ambulatory Care and the Surgical Assessment Unit.

5. Maternity Services Update

The contract for Community Maternity Services in Wiltshire, Bath & NE Somerset (currently provided by Great Western Hospital Community Services) is due for renewal in 2014 and so NHW Wiltshire CCG has begun a procurement process to identify a preferred provider from 1 May 2014 onwards. Wiltshire CCG is lead NHS Commissioner for this service and is working closely with BaNES CCG.

There is no intention to change services, sites or NHS funding levels as a result of this procurement exercise. The Service Specification from 2009 will be revised to reflect changing times and current "best practice" and the local Maternity Services Liaison Committee has been engaged within that revision process.

On 10 June 2013 the CCG met with organisations who have expressed an interest in bidding. In mid-August 2013, an "Invitation to Tender" is scheduled for issue to shortlisted parties (on the basis of submitted questionnaires). It is envisaged that BaNES and Wiltshire CCGs Governing Bodies will decide upon a preferred provider in November 2013, with hand-over (if any change in provider) happening in May 2014.

Dr Ian Orpen
Chair, BaNES CCG