

**BaNES CCG Update - Well-being Policy Development & Scrutiny Panel -
17th January 2014**

Update on Winter Pressures

The RUH achieved the 4-hour A&E target (95% of patients being admitted, discharged or transferred) in Quarter 3, securing a performance level of 96.9%. This was one of the best scores compared to a number of hospitals in the local area. So far this year the winter period has been comparatively mild and the health and social care community has benefited from the impact of the £4.4m Winter pressures provided by NHS England to health communities that had previously been identified as at high risk of not achieving the 4-hour target. A daily urgent care dashboard has been put in place and amongst the health and social care community there is a greater sense of partnership and collaboration between providers. The Winter Plan is being supported by a public awareness campaign to advise people to make the right choice for their health needs - *Choose Well This Winter*. A range of leaflets, posters and media coverage will help spread the message about making the right choice and not using the RUH's Emergency Department as the default place for treatment.

Mobilisation of the Urgent Care Services

Since the tender award for the the Bath Urgent Care Centre at the RUH, BaNES GP Out of Hours and Care of the Homeless Services, Northern Doctors Urgent Care have moved into their administrative offices at Kelston House. Locally they will also be called Bath and North East Somerset Doctors Urgent Care (BDUC) to reflect the local service provision. A mobilisation group has been established between BDUC and BaNES, Somerset and Wiltshire CCGs which is meeting fortnightly to ensure the successful launch of the services. During March these meetings will move to weekly. BDUC have also established regular meetings with the RUH to agree the clinical and operational model for the new urgent care centre. The building work for the centre started during the first week of December and has a completion date of 17th March 2014, allowing ten-days to commission the new building.

Non-Emergency Patient Transport Services

The non-emergency patient transport service (NEPTS) contract for the CCGs of BaNES, Gloucestershire, Swindon and Wiltshire was awarded to specialist transport provider, Arriva Transport Solutions Ltd (ATSL) in summer 2013, and went live on 1st December 2013. Go-live was preceded by six months of planning and mobilisation work between the four the CCGs and ATSL to transfer over staff from incumbent providers, recruit and train new staff, procure and equip ambulances, establish ambulance base stations and a control centre, establish online booking systems and processes for transferring existing journeys as well as engage with numerous acute trusts and other NHS providers across the region to provide information about changes in booking processes etc.

The aim of bringing in a single new provider of NHS-funded patient transport across the area is to provide a better quality and reliability of service for patients who are eligible for

NHS-funded transport. However, it is clear that the early days of the service did not achieve this for some patients. In part this was due to the problems involved in transferring from the multitude of piecemeal pre-existing arrangements that were in place across the four CCG areas; and in part to the inevitable challenge of moving to a single new transport provider using a new booking process. This is a particular challenge where hospitals, such as the Royal United Hospital, see and treat patients who come from a range of different geographical areas, some of which have different transport arrangements.

The CCG is confident that once the new service fully beds in, which it is already starting to, patients will experience an improved service. To ensure this happens, a senior manager from the CCG and representatives from the other three CCGs are holding weekly mobilisation and performance review meetings with ATSL. These are used to highlight any issues and collectively work with ATSL and the hospitals to resolve them. During December ATSL and the Royal United Hospital together reviewed the early weeks of the new service, identified the issues, and agreed a comprehensive action plan to address the issues. Both organisations are working through January to put those actions into place.

NHS Planning Guidance for 2014/15 -

On the 19th December 2013, NHS England issued the planning guidance for the coming year. *Everyone Counts: Planning for Patients 2014/15 to 2018/19* sets out how NHS England's overarching vision "high quality care for all, now and for future generations" will be delivered.

The guidance sets out a requirement for all CCGs to produce a 5-year Strategic Plan, a detailed two-year Operational Plan, a Financial Plan and a Better Care Fund Plan (previously known as the Integration Transformation Fund).

The development of the detailed plans will involve engagement and participation with CCG staff, patients and members of the public, providers and health and social care colleagues. The Plan will need to set out how the Clinical Commissioning Group will deliver its commissioning intentions and strategic plan whilst meeting a set of challenging financial targets and at the same time maintaining or improving the quality of care. The national timetable for delivery of the detailed plans is very challenging. The final set of plans will be signed off by the CCG's Council of Members and Governing Body and the Health and Wellbeing Boards at the end of March.

Lay Member – Patient and Public involvement

The Clinical Commissioning Group held interviews on the 8th January 2014 for the vacant Lay Member's post on the CCG Board. The role has specific responsibility for patient and public participation - an area the Clinical Commissioning Group has started to develop but where the CCG need's to fully realise and strengthen its approach. Subject to successful references, the new Lay Member will join the CCG in a few weeks.

Ends.