

## **Briefing for Scrutiny Panel**

### **Dr Simon Douglass to step down as Clinical Accountable Officer**

The CCG's Clinical Accountable Officer, Dr Simon Douglass, announced on 30 April that he will be stepping down from his role at the end of June. He has been at the helm of the CCG since it started operating in shadow form in 2011 and successfully led the CCG through the authorisation process last year.

Simon has been instrumental in improving the system of urgent care based around the Royal United Hospital with the result that demand for services was much more effectively managed through the winter months of 2013/4. Part of this work included the development of the new Urgent Care Centre at the RUH.

The CCG is now taking this opportunity to review its leadership structure to ensure it is appropriate for the future needs of the organisation. Our GP members are being canvassed for their opinions and the results will be reported at the next GP Forum on 20 May.

### **Urgent Care Centre**

Bath and North East Somerset Doctors Urgent Care (BDUC) launched the new integrated urgent care service commissioned by BaNES CCG on 1<sup>st</sup> April 2014. The service is comprised of four integrated elements:

- An urgent care centre (UCC) situated within the Emergency Department of the RUH which is open 24 hours a day for all presenting patients.
- GP Out-of-Hours which provides telephone assessment and advice, home visits and face to face consultations at the UCC and at Paulton Hospital Memorial Hospital for BaNES patients only.
- Medical cover to the Sulis Unit at St Martin's and to Paulton Memorial Hospital.
- The homeless healthcare service based at Julian House Hostel.

Overall, the new model has been working well over its first month and the RUH have told us that they are seeing a positive effect on waiting times at A&E as a result. We have had a lot of people around the country interested in our new model and lots of requests for people to come and visit.

### **Prime Minister's Challenge Fund**

The 27 GP practices in BaNES, working together under the banner of BEMS+, submitted a joint bid to the Prime Minister's Challenge Fund setting out how they would use extra funding to pilot new ways of delivering GP services 7/7 and utilising new forms of technology to communicate with patients remotely. Only 20 bids across the country were awarded funding and unfortunately BEMS+ was not successful on this occasion.

The CCG is now working with NHS England (the commissioners of primary care in BaNES) to look at how we can support practices to adopt new ways of working and prepare themselves for the increasing demands upon primary care.

### **Referral Support Service**

The CCG has agreed to pilot a new Referral Support Service in BaNES. The pilot will involve establishing a small call centre for six months which will be able to provide advice to patients on where they can access treatment following a referral from their GP.

The new service is intended to promote fully informed patient choice and increase the quality of the referral process for all users. The service will provide patients with help and advice to make choices about where they wish to be treated, at a place and time that is most convenient for them, whilst minimising their waiting times. In time, the service will provide data to support the development of improved pathways.

### **CCG Annual Report**

The CCG is currently preparing its first Annual Report which will set out our achievements in 2013/14 and look ahead to our future challenges. The current draft is being assessed by our auditors and the final version will be made available to the public by Friday 13 June.

### **Update on 5 year strategy**

The CCG is making the final adjustments to its 5 Year Plan which must be formally submitted to NHS England on 20 June. An updated version of the plan will be presented to the Health and Wellbeing Board on 4 June and the CCG Board on 5 June 2014.

Before then, the CCG is holding two further public engagement events on Tuesday 13 May to raise awareness of the plan. These include a meeting with the Health & Wellbeing Network, which we have organised jointly with Ronnie Wright from the Care Forum, and an evening event for the public at the Centurion Hotel in Midsomer Norton later that day.

### **Bath City Conference**

The CCG was pleased to have a stall in the Consultation Café at the Bath City Conference on Wednesday 30 April. This helped to raise awareness of the CCG's work amongst local people and also provided a good opportunity to network with other organisations working across the BaNES area.

### **Your Health, Your Voice**

The CCG now has over 40 people signed up as members of its Your Health, Your Voice network. The first meeting of the group is planned to take place in mid-June so that feedback can be provided to the CCG Board meeting in July.

The group contains a mix of people from across the BaNES area with a variety of ages, backgrounds and health interests. The Your Health, Your Voice group will play a key part in ensuring that the CCG puts patient and public voice at the heart of decision making and be a key partner in helping us deliver our five year plan.

### **360 Stakeholder Survey**

All CCGs across the country have just received their results from the annual 360 Stakeholder Survey which was carried out by Ipsos-MORI. BaNES CCG had an overall response rate of 71% from the GPs, NHS providers, council partners and other organisations that were asked for their views about the CCG's performance over the year. Some of the key figures from the survey are:

- 90% of respondents said they had a very good or fairly good working relationship with the CCG
- 83% strongly agree or tend to agree that there is clear and visible leadership of the CCG
- 73% strongly agree or tend to agree that they have confidence in the CCG to commission high quality services for the local population