

CCG Briefing
Well-Being Policy Development & Scrutiny Panel Meeting
25th July 2014

Hydrotherapy Services

The CCG commissions hydrotherapy activity from the RNHRD, the RUH and a very small amount of activity at NBT through the Avon Orthopaedic Centre.

1) Current Access

- Hydrotherapy is not run as a standalone separate service that can be referred into at the RUH or RNHRD. It is one of the options that may be part of Physiotherapy intervention; this would be based on assessment findings & treatment goals.

2) Referral Routes (RUH)

Multiple referral routes including

- Pain clinic
- Ward referrals
- Consultant and GP's
- Neurology patients
- Community based therapy services
- Maternity

Eligibility: Patients must have an MSK/Rheumatology/Complex Chronic pain diagnosis

3) Referral Routes (RNHRD)

- Rheumatology inpatients
- Rheumatology outpatients (1:1)
- Residential programmes (AS, BCPS)
- Outpatient programmes (groups)
- CRPS & BRIRS Service
- Referral route is via Rheumatology Physiotherapy Service Lead, referrals accepted from Consultants & GP's. Eligibility; patients must have an MSK/Rheumatology/Complex Chronic pain diagnosis. There is no longer provision/expertise for Neurology referrals.

4) Waiting Times

- This will be variable as it is dependent on physiotherapy waiting times & staffing levels (not a separate waiting list)
- Average waiting times at the RUH for Hydrotherapy = 9 weeks
- Current waiting time for physiotherapy assessment at the RNHRD = 8 weeks

5) Activity Levels

- In the time available it has not been possible to confirm accurate figures activity at the RUH.
- Approximately 250 patients per week use the hydrotherapy pool at the RNHRD (all CCGs)

Visit of Sir Bruce Keogh, Medical Director of NHS England

We were delighted to have Sir Bruce in BaNES on Friday 18 July to officially open the new Urgent Care Centre at the RUH.

The Urgent Care Centre has been built next to the Emergency Department at the Royal United Hospital (RUH) and opened its doors to patients on 1 April 2014. It is one of the first of its kind in the country and is helping patients to be treated more quickly whilst reducing the strain on the Emergency Department. This model of provision is consistent with that set out in the national Emergency and Care Services Review.

As well as opening the new Urgent Care Centre, Sir Bruce also took time to visit the Emergency Department at the RUH and joined a round table discussion with clinicians and commissioners to discuss their plans for providing urgent care more widely. In the afternoon, he joined discussions with over 50 GPs and staff from BaNES CCG about the challenges and opportunities for primary care where he emphasised the importance of protecting the NHS for future generations and not losing it “by accident”.

BaNES has the best access to GP services

The most recent results of the GP Patient Survey show that BaNES is the best performing CCG in the country for getting an appointment at your local surgery with only 5% of respondents saying that they had difficulty in arranging an appointment compared to 22% in Bradford which was the worst performing area.

New appointments

The CCG is delighted to have appointed Tracey Cox as Acting Accountable Officer until a full recruitment process has taken place for a permanent Accountable Officer.

Tracey has worked within Bath and North East Somerset in the commissioning of health care services since 2001 and prior to that at the Royal United Hospital, Bath, managing general surgery and orthopaedic services. She joined the NHS in 1990 as a management trainee after graduating from Goldsmith's College, University of London and worked in several London hospitals managing different specialities prior to moving to the South West in 1997. She has been Chief Operating Office at BaNES CCG since our authorisation in 2013.

Jeannette George will join the CCG on Monday 21 July as Director of Commissioning and Transformation to cover the position vacated by Tracey. Jeannette joins us from North Somerset CCG where she has worked as Chief Operating Officer and in senior commissioning

Non-Emergency Patient Transport Services

Arriva Transport Solutions (ATSL) began operating the non-emergency patient transport service in December 2013. The new contract brought in new ways of working both for the staff who transferred to ATSL and the NHS staff who work in the hospitals. The close working between ATSL staff and NHS colleagues has resulted in significant improvements since the start of the contract with a 20% rise in the number of patients arriving at their appointment on time and being collected within an hour of the provider being notified a

patient is ready to travel. There are still however, more improvements to be made and ATSL has stated its commitment to making these improvements.

Since December, ATSL has worked with BaNES CCG and other NHS commissioning bodies to provide information on the actual demand for patient transport services across the region. They are also investing in growth by recruiting additional staff and purchasing new vehicles to ensure that there is the correct level of resource to respond to the requests for patient transport that are being seen.

ATSL has made statements to patients and the public to express their genuine apologies for any distress caused to patients who have experienced delays with their transport. They also respond to all patients individually who contact them directly with feedback. ATSL has just completed its first overall patient feedback survey and the results indicate a high level of satisfaction amongst the patients carried, with 95% of patients agreeing that they felt safe and cared for and that ATSL staff listened and communicated with them well. Nevertheless, ATSL understands that timeliness has a significant impact on both patients and hospital staff and this is the area that they are focusing on to ensure that the service meets the needs of patients.

The CCG is continuing to closely monitor ATSL's performance and we are working with them to address the incidences of unacceptable performance that have taken place over the past few months. On the whole, performance is gradually improving but there remains more work to be done before the service is operating at the level that is expected by the CCG and the patients we serve.

Your Health, Your Voice First Meeting

The CCG held the first meeting of its new public and patient involvement group Your Health, Your Voice on Thursday 12 June at Bath Royal Literary and Scientific Institution, 16-18 Queen Square, Bath.

Your Health, Your Voice has over 40 members signed up. They come from across the Bath and North East Somerset area and represent a range of ages, interests and backgrounds. The group will meet every two months to discuss key topics and areas of work and their feedback will be reported at each subsequent Board meeting.

Update on co-commissioning of Primary Care

The CCG has expressed an interest to co-commission primary care services through a joint commissioning arrangement with NHS England Area Team. We believe this will help the CCG and the broader BaNES Health and Wellbeing partnership to:

- Integrate care outside hospitals in BaNES and deliver a sustainable healthcare system
- Improve engagement across the community and with local clinicians
- Support the design of the most appropriate high quality services for BaNES
- Contribute to the wider and developing CCG programme to minimise local health inequalities

This expression of interest links the CCG's vision expressed in our five year plan regarding the requirement to commission primary care at scale, to the mechanisms and levers for primary care commissioning. The proposed co-commissioning arrangements will be

transparent, with robust governance arrangements and with the appropriate safeguards to manage conflicts of interest.

Annual Report and Five Year Plan

The CCG's Annual Report and Five Year Plan are now both available on the CCGs website at www.banesccg.nhs.uk/governance-and-policies