

CCG Briefing: Wellbeing Policy Development & Scrutiny Panel Meeting

Friday 13th March 2015

Primary care co-commissioning

The CCG has been authorised by NHS England to take on joint commissioning responsibility for primary care. This means that the CCG will form a joint commissioning committee with the NHS England Area Team to commission primary care in Bath and North East Somerset. This provides the following benefits:

- Increased CCG influence on funding allocations in primary care
- Enables the CCG to align primary care strategy to the CCG's wider remit
- More local influence on decision making and service redesign across pathways
- Enables the CCG to develop closer links between primary, community and social care

41% of CCGs across England have opted for a joint commissioning arrangement with NHS England whilst 30% have been approved for fully delegated commissioning. To enhance our capacity, the CCG has appointed James Childs-Evans to lead on primary care commissioning and we have updated our Standards of Business Conduct Policy to ensure that any conflicts of interests can be managed effectively.

Whilst the CCG has been given formal approval by NHS England these changes are dependent on support from all member practices before the end of March. An update on progress will be given at the meeting.

Norovirus and RUH pressures

A number of hospitals in the region have been facing increased pressures in recent weeks. The RUH has faced an increase in attendances at A&E whilst being hampered by an outbreak of norovirus which resulted in the closure of several wards and a reduction in the number of beds available. As a result, the hospital was operating at an internal black level of escalation and visiting restrictions were in place until Friday 6 March.

Hospitals use different levels of escalation in order to identify and manage capacity proactively and to create a clear plan of action and management relevant to the level of demand. The policy aims to maintain high standards of patient safety, patient experience and performance against key waiting time and quality standards of care.

The CCG chairs the BaNES System Resilience Group which includes partners across the local health and social care system including the RUH, the Council,

Sirona, the South West Ambulance Service, 111 and neighbouring CCGs. The group met on 26th March to review how the whole system was operating and to focus on managing the increased pressure on services as effectively as possible.

Plans for the forthcoming Easter Bank holiday weekend are being developed. These are likely to include a continuation of all Operational Resilience and Capacity schemes that operated through the winter months until the end of April 2015.

Consultation on Independent Sector Treatment Centres (ISTCs)

Please refer to Appendix 1

Update on ‘*your care, your way*’

Your care, your way is the CCG and the Council’s joint review of community health and social care services in Bath & North East Somerset. Community services are health and care services that are delivered in a person’s home or in a nearby local care setting and the CCG and the Council currently commission over 400 different community services from a range of different providers.

The CCG and the Council want to be bold, ambitious and imaginative and to involve local people and organisations in the development of our plans. We also want to build on our strong track record of partnership working between health and social care professionals to commission care that blurs the organisational boundaries between GPs and hospitals, between physical and mental health and between health and social care.

We have commenced a comprehensive programme of engagement with patients, service users, providers and partners to design a model for community services that places the service user at the centre of their care. The *your care, your way* launch event at the Bath Assembly Rooms was attended by over 200 people and generated a wealth of useful feedback and ideas. Workshops have also been run at the Area Form meetings in Keynsham, Somer Valley and Chew Valley which generated additional feedback about community services available in those areas.

We are engaging with GPs, pharmacists and other health professionals and working closely with Healthwatch to carry out proactive field work with the general public at the RUH and in local community settings. Over 15 meetings with stakeholder groups such as Bath Carers Centre, Age UK and Dorothy House Hospice have been arranged to ensure their views are also incorporated into the review.

This first phase of engagement will be complete at the end of April with a full report made to the Joint Commissioning Committee on 30th April.

Full details of the review including details of upcoming events and feedback collected so far can be found at www.yourcareyourway.org. We are also encouraging councillors to generate further discussion online using the Twitter hashtag #ycywbanes.

RUH completes acquisition of RNHRD

The acquisitions of the RNNRD by the Royal United Hospitals NHS Foundation Trust took place on 1st February 2015 with four staff from the RNHRD endoscopy service transferring across to join the RUH endoscopy team on the same day. All other RNHRD clinical services will continue to be provided from the RNHRD hospital site and patients will be seen and treated by the same team of staff.

The CCG welcomes the completion of the acquisition which signifies a sustainable future for world-class rehabilitation and rheumatology care in Bath and North East Somerset. Continuation of high quality services is at the heart of the three-year transition programme that will see a phased approach to integrating services. Careful planning, engagement and consultation will take place with patients and relevant partners over any future changes.

Books on Prescription launch

Dr Ian Orpen was delighted to attend the launch of the new Books on Prescription service in Bath and North East Somerset for people with dementia. Available free of charge at all local libraries, the service was launched at an event in Midsomer Norton Library on 18 February.

The 25 titles on the Books on Prescription list have been recommended by health experts as well as people with experience of dementia. The list includes a range of books offering information and advice about dementia and normal ageing, support with living well after diagnosis, practical advice for carers, personal accounts and suggestions for shared therapeutic activities.

Dementia Support Workers featured in Department of Health film

A team from the Department of Health was in Bath on 11th February to make a short video about the new Dementia Support Worker service provided by the Alzheimer's Society. The completed video will appear on the Department of Health website as an example of best practice for other CCGs across the UK to follow.

Being diagnosed with dementia can be a frightening and overwhelming experience. Alzheimer's Society's Dementia Support Workers help people take control of their lives and make sense of what is happening. From understanding benefits to how dementia progresses and the importance of getting your financial affairs in order, Dementia Support Workers are there to explain about the condition but also signpost people to the support services available.

CCG Digital Communications

The CCG has recently launched an official Twitter account (@nhsbanescg) and the CCG's Clinical Chair, Dr Ian Orpen has also launched his own personal twitter feed (@bathorps). It is hoped that facilitating two way conversations through Twitter will help the CCG to engage younger and working age populations in the design of their

health services whilst also providing a platform for the CCG to promote the work going on in Bath and North East Somerset to a wider national audience.

The CCG is also in the process of redesigning its website so that it can offer a better platform for engagement with the local population and provide helpful signposting to other sources of information about health services such as NHS Choices and Well Aware. The new website is expected to be launched in June alongside a new intranet for staff and a separate web resource for GPs that will help to promote greater collaboration and sharing of expertise.

Appendix 1

Consultation on Independent Sector Treatment Centres (ISTCs)

The current contract with the ISTCs across Avon, Gloucestershire and Wiltshire is an NHS England contract, between the Secretary of State and Care UK. It commenced in October 2009 with the intention being to stimulate the independent sector to increase elective surgery capacity within the area. There are three locations across the area from which the activity is being delivered - Emerson's Green, Devizes and Cirencester. The contract covers patients in the seven CCGs of Bristol, North Somerset, South Gloucestershire, Gloucestershire, BaNES, Wiltshire and Swindon. The contract is due to expire in October 2015 and cannot be extended. The current contract is based on a fixed level of activity with guaranteed levels of income for the provider.

The ISTCs have provided significant additional elective services capacity to the CCGs and this will continue to be required. Without this extra capacity, waiting times for elective services within the area would have been substantially higher and pressures on acute trusts even greater than they are currently.

BaNES CCG has joined four of the other CCGs in a commissioning exercise to ensure the continued provision of elective surgery from 1st November 2015. The five CCGs are committed to a joint procurement process that would make services available from 1st November 2015. Swindon CCG has decided not to re-commission with the other CCGs and Wiltshire CCG have decided to re-commission work through Devizes separately.

The ISTC contract will not be re-commissioned in its current form and this is not a reprocurement of the independent sector treatment centre contract. The procurement is focussing on the commissioning of the services currently provided through the ISTCs.

The five CCGs who currently wish to move forward are not planning to make significant changes to the range and levels of the existing service but wish to enhance the patient's choice of provider. To achieve this, the CCG's will not be carrying out a tendering process to select one provider but will run an accreditation process called 'Any Qualified Provider'. This will enable a range of suitably qualified providers from both NHS and non-NHS organisations to be able to provide services and extend patient choice. As far as patients and local people are concerned, from November 2015 the service will still:

- Provide the same range of planned surgical procedures with associated diagnostic and outpatient services;
- Provide similar extra capacity for planned surgical procedures for the local health economy;
- Help to ensure that local people are able to make choices about where and when they have certain clinical procedures;

- Provide high quality clinical care, excellent patient safety and satisfaction; and
- Provide services from a range of accessible locations.

There will however be some changes for the providers and the commissioners. The most significant of which is that the contract used will not offer any activity or payment guarantees to the providers and national tariff rates will be used. The patient will select from a range of organisations and locations to meet their personal requirements.

The CCG has a duty not to discriminate against or in favour of any particular sector and this duty is contained in legislation which governs how we conduct our procurement. For example, excluding private sector organisations, solely on the basis of their ownership, is contrary to The National Health Service (Procurement, Patient Choice and Competition) Regulations 2013.

The Accreditation process will commence in early Spring and be completed by early Summer to enable all accredited organisations sufficient time to mobilise, take bookings and be ready for a 1st November contract start.

With regards to Emersons Green, the contract between the Secretary of State and the current provider (Care UK) contains terms which mean that the provider does not have to make clear their intentions regarding their continuing operation of the facility until April 2015. This could mean that the facility is made available to another provider after 1st November 2015 but at this stage it is too early to state what will happen. However, the CCG is confident that this facility will continue to be available as an important part of the local healthcare landscape after 1st November 2015.

The five CCGs are putting in place arrangements to provide a range of different opportunities for patients and the public to become involved in the re-commissioning of those services. The PPI process has now commenced, and the CCGs have placed details on their websites as to how patients and the public can feed back their views on current and future services.

GPs will also be communicated with throughout this process, and it is hoped that they will provide some equally valuable information both on how the current service performs as well as helping to shape future contracts.