

BaNES CCG Update

Well-being Policy Development & Scrutiny Panel - 21st March 2014

Update on 5 year plan preparation

All CCGs are required 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 first full draft of the plans will be signed off by the Health and Wellbeing Board on the 26th March 2014 and the CCG's Governing Body and Council of Members on the 27th March 2014. The final 5 Year Strategic plan has to be submitted to NHS England in June.

The CCG has held a series of workshops with our key stakeholders during February and March to identify and agree on our key priorities for the next five years. The six priorities we have agreed are:

1. Safe Compassionate care for Frail Older People
2. Prevention and self-care
3. Diabetes care
4. Musculoskeletal services
5. Interoperability of Patient record systems
6. Urgent Care

We presented an overview of our 5 year plan at a public meeting on Thursday 13th March which was attended by members of the public and representatives of voluntary sector groups. Further public engagement events will take place throughout April.

New Lay Member Appointed

We are delighted to have appointed Suzannah Power as our new lay member for public and patient involvement. Suzannah was Patient Representative on the British Heart Foundation Council from 2007–2013 and has represented the public viewpoint on several NICE guidelines, including Patient Experience in Adult NHS Services. Suzannah will Chair the CCG's new public and patient involvement group: Your Health, Your Voice.

Your Health Your Voice

The CCG has held four events during March to recruit volunteers for our new public and patient participation group: Your Health, Your Voice. Events have been held in Bath, Midsomer Norton and Keynsham and at different times of day to try to give as many people as possible the opportunity to attend. We are now making active contact with those community groups who cannot or may not want to attend public meetings to seek their views on representation on Your Health Your Voice.

Patients and members of the public are being offered two different ways to get more involved in the CCG.

Core members will form a committee of 10 to 15 people who will meet every two months to review the current work of the CCG and ensure that patient voice is at the heart of the CCG's decision making. The intention is for the committee to be representative of the BaNES population and contain a mix of ages and backgrounds from across BaNES.

Associate members will not be required to commit to regular meetings but will be able to provide feedback to the CCG on a regular basis through e-mail, post and phone. We expect our network of associate members to continually expand as we encourage more people to get more involved in the planning of their local health services.

Urgent care update

We remain on track for the opening of the new Urgent Care Centre at the RUH and the mobilisation of the new Out of Hours and Homeless Service on Tuesday 1 April.

The CCG is facilitating weekly mobilisation meetings with the new provider, Bath and North East Somerset Doctors Urgent Care (BDUC), and other key partners including local GPs and the RUH. Dr Alan Whitmore has been appointed as the Local Clinical Director for BDUC and they are also in the process of inducting local GPs and nurse practitioners who will provide the out of hours service from their new base at the RUH.

A communications plan is being followed to raise awareness that services are moving from the Riverside to the new UCC on 1 April. This includes letters to key stakeholders, posters at the existing GP led HealthCentre and leaflets and posters in a range of key health and public locations, including the majority of businesses in Bath as well as public sector organisations.

Vascular stakeholder event

On the 6th March 2013 a range of stakeholders came together to discuss the proposed changes to vascular services in this area. Vascular Services are a specialised service area and are commissioned by NHS England.

The main topics covered at the event, which brought together specialist commissioners, members of the public, GPs and hospital clinicians, included:

- Giving information about the proposed service changes to local vascular services to meet the new national service specification requirements
- Providing an opportunity for current patients and carers that have vascular surgery to tell us what was good about current services and what could be improved so this can inform future service changes.
- An opportunity for people to share ideas that will be sent to the national clinical reference group that developed the service specification and is responsible for setting the strategic direction and performance monitoring of vascular developments nationally.
- An opportunity for participants to express an interest in getting more involved in the work of NHS England and their local CCG so they can be added to the region's PPE database.

All the feedback obtained is currently being put together and will be published in due course.

Friends and Family Test in GP Practices

The CCG has been awarded funding to trial the use of electronic tablets in nine surgeries to collect patient feedback. The questions are based on the NHS Friends and Family Test which will be mandatory for all GP practices from December this year. The feedback will be used to help measure the quality of patient experience and identify ways to improve this further.

The new technology is also being used to measure the quality of care across the whole care pathway for heart failure patients. The Heartfelt Project is collecting feedback from heart failure patients at a range of touch points including their GP practice, the RUH and Sirona Heart Failure Nurse Specialists.

Vasectomy Contract

The CCG has awarded the contract for vasectomy services to BaNES Emergency Medical Services (BEMS). The contract is worth £40,000 and the service was previously provided by Sirona Care and Health.