

CCG Briefing: Wellbeing Policy Development & Scrutiny Panel Meeting

Friday 28th September 2014

Tracey Cox appointed as Chief Officer

Tracey is a talented and respected leader who has played a key role in the commissioning of NHS services in Bath and North East Somerset since 2001. 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 before moving to the South West in 1997 to manage general surgery and orthopaedic services at the RUH. She has led the commissioning team at the CCG since its authorisation in 2013 and took on the interim role of Acting Accountable Officer in June 2014 following the departure of Dr Simon Douglass.

Tracey's appointment followed a rigorous assessment process that required shortlisted candidates to field questions from CCG staff, representatives from the CCG's 27 member practices as well as leaders from key local stakeholders including B&NES Council, the RUH, Sirona and Healthwatch.

Acquisition of RNHRD by RUH

The CCG continues to work closely with the Royal United Hospitals Bath NHS Foundation Trust and the Royal National Hospital for Rheumatic Diseases NHS Foundation Trust as the process continues for the acquisition of the RNHRD by the RUH. A full presentation will be given to the Wellbeing Policy Development and Scrutiny Panel on Friday 28th November to brief members on the current situation.

The CCG plays a key role in meetings of the Local Health Economy Forum which is a group supporting the acquisition process and we will ensure that patient care and the continuation of services remains the highest priority throughout this transition. In particular, the CCG is responsible for ensuring that appropriate consultation has been carried out regarding the transferral of endoscopy services from RNHRD to the RUH.

Your Care, Your Way: Let's Plan Community Services Together

At the end of January, the CCG and the Council will launch a major programme of public engagement to collect views on how community services could be provided in the future. The project will be branded "Your Care, Your Way"

The CCG Board has given approval for Sirona's contract to be extended by a year to the end of March 2017 to provide enough time for a sufficiently in-depth review to take place.

The engagement will be delivered in three phases:

- Phase 1: Initial Fact Finding (Late Jan – March)
- Phase 2: Presentation of Options (May – June)
- Phase 3: Consultation on Preferred Option (July-August)

An engagement strategy has been developed to ensure that all key stakeholders have an opportunity to provide input to the process. This includes seldom heard groups, clinicians, councillors, staff and current/potential providers.

Referral Support Service

The CCG has commissioned a local provider, Bath and North East Somerset Enhanced Medical Services (BEMS+), to carry out a one year pilot for a new Referral Support Service (RSS). The new service will begin with a soft launch on Monday 1st December with a small number of GP surgeries that have volunteered to participate in the first phase. The pilot will focus initially on five specialities: orthopaedics, ophthalmology, pain clinic, urology and dermatology.

The RSS is designed to provide advice and support to GPs and their patients who require referral for treatment in secondary care. It will utilise the Choose and Book service enhanced with local knowledge to help patients make informed decisions about where they want to receive their treatment. The RSS will be operated from the Riverside Health Centre in Bath by a team of nurses and administrators with support from a GP.

Antibiotic Awareness

Tuesday 18 November was European Antibiotic Awareness Day and the CCG has been encouraging local people to make a pledge as part of the Antibiotic Guardian campaign.

Antibiotics are essential medicines for treating bacterial infections in both humans and animals but they are losing their effectiveness at an alarming rate. Without effective antibiotics many routine treatments will become increasingly dangerous. Setting broken bones, basic operations, even chemotherapy all rely on antibiotics that work. The CCG is asking local people to discuss with their GP whether they really need antibiotics, to take antibiotics exactly as prescribed and to tell their friends and family about the problem. Dr Orpen has been on BBC Bristol and BBC Somerset to talk about antibiotic awareness and the campaign has been featured in the Bath Chronicle and on the Bath Mums website.

Diabetes Survey

The CCG will shortly be commencing a survey of everyone living with Type 2 Diabetes in Bath and North East Somerset. This equates to over 6,000 people. Each person will receive a letter from their GP practice asking them to participate in the survey and they will have the option to complete the survey online or through the post. The results of the survey will be used to improve the different forms of support available to people who have been diagnosed with diabetes so that they can manage their condition better and avoid complications in the future.

Shortlisted for HSJ Awards and NHS South West Leadership Awards

The CCG's work has recently been recognised in two high profile health sector awards.

Our work with Sirona and the RUH to redesign the pathway for heart failure patients was shortlisted for a prestigious HSJ Award in the Managing Long Term Conditions category. The new pathway has resulted in a dramatic reduction in hospital admissions and has enabled patients to receive more treatment in the comfort of their own homes.

Corinne Edwards was also shortlisted for Innovator of the Year in the NHS South West Leadership Awards for her ground breaking work to design and deliver the new model for urgent care in BaNES which has seen the GP Out of Hours Service integrated with a new Urgent Care Centre at the RUH.

Commissioning Intentions 2015/16

The CCG is currently finalising our commissioning intentions for 15/16. They will be circulated to providers and published on our website in the week commencing Monday 1 December.

Phlebotomy Services

Concerns were raised by Cllr Eleanor Jackson regarding disruption and delays in the oncology department on William Budd at the Royal United Hospitals Bath NHS Foundation Trust. This was believed to be because of a reduction in phlebotomy staff from two to one and because of cramped conditions in the unit because of the introduction of new furnishing. It was also reported that the intercom system was no longer in use and that there are delays for patients with no waiting time information being made available to them

The CCG Director of Nursing and Quality has spoken with the RUH Deputy Director of Nursing and Midwifery who is looking into the issues further. The DDoN is grateful that the issues have been brought to the RUH's attention and is sorry that patients have experienced delays

The DDoN has confirmed that phlebotomists are currently being recruited but will confirm if a second phlebotomist is to be recruited into that particular clinic. She advised that the intercom system was discontinued following a recent complaint where it was felt that the system was like being in an 'airport lounge' and was impersonal. The RUH took the decision to stop the intercom and now clinicians come out to call their patients personally which is hoped provides an improved service for their patients. The DDoN does however apologise for the lack of information regarding possible waiting times and will ensure that this is introduced. The DDoN will further review the lone working and health and safety concerns raised

A second concern was raised regarding 'unclean and insanitary conditions' on the Respiratory Ward. The DDoN apologises if the ward was found to be in this unacceptable condition during the individuals in-patient stay. Regular cleanliness audits are undertaken and she will provide a more detailed response to this issue once she has received the most recent audit outcomes.

The CCG works closely with the RUH to monitor and continually improve the quality of care for patients. Both the CCG and the RUH welcomes feedback from patients, their families and the public so that concerns can be dealt with as quickly and as appropriately as possible. More detailed feedback will be shared with the CCG and with the Wellbeing Policy Development & Scrutiny Panel