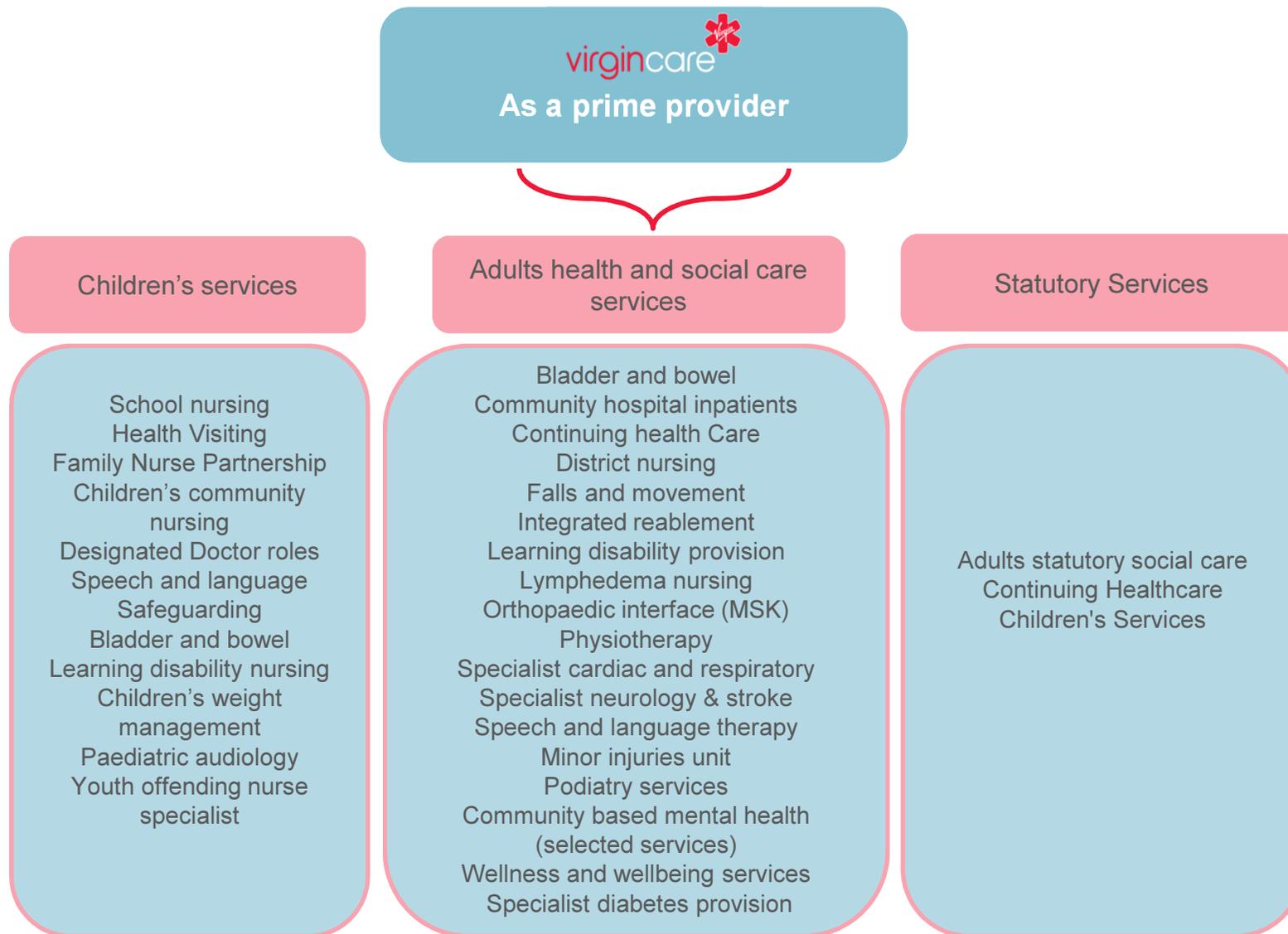




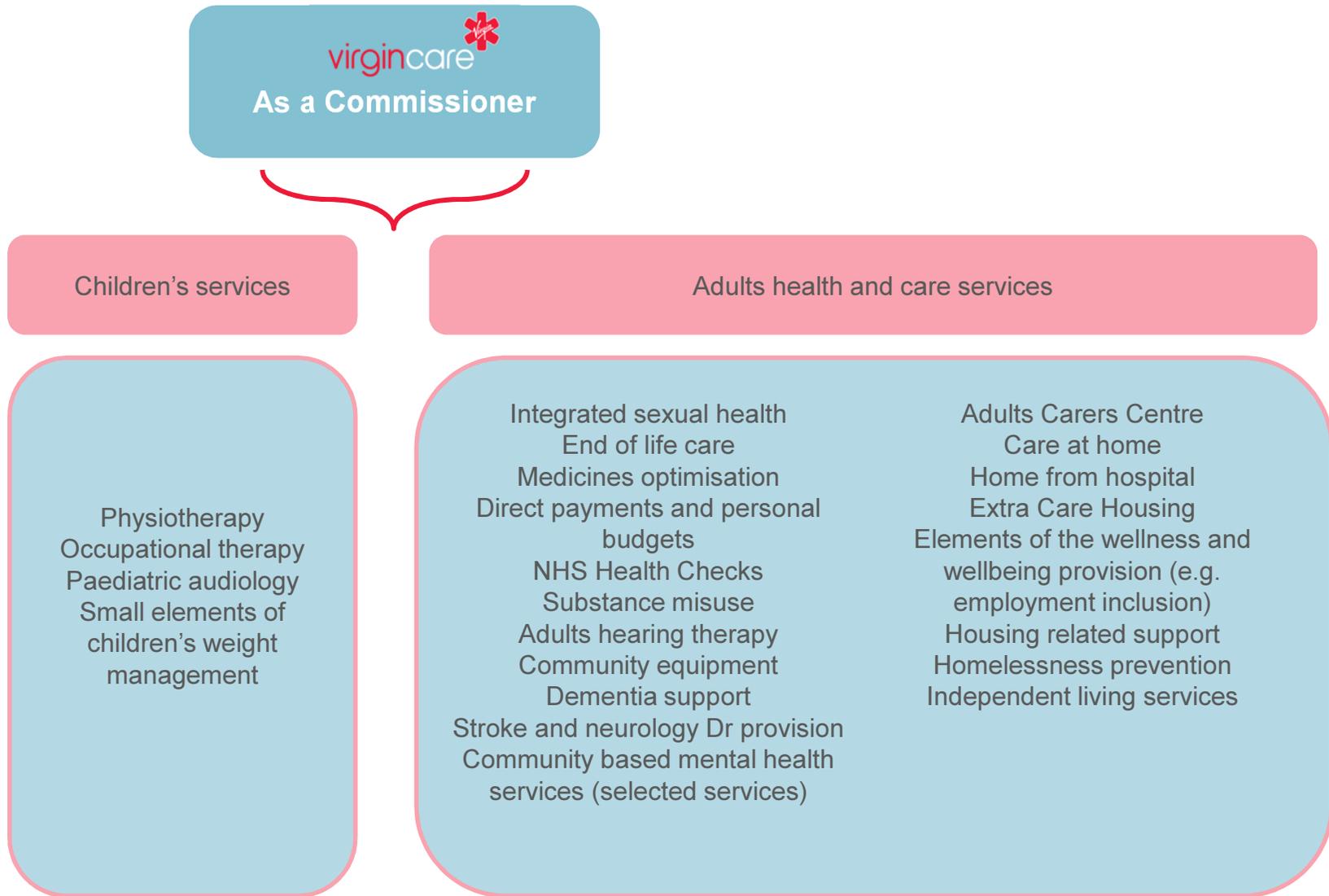
Your Care, Your Way Health and Wellbeing Board

Wednesday 17th May 2017

Service delivery

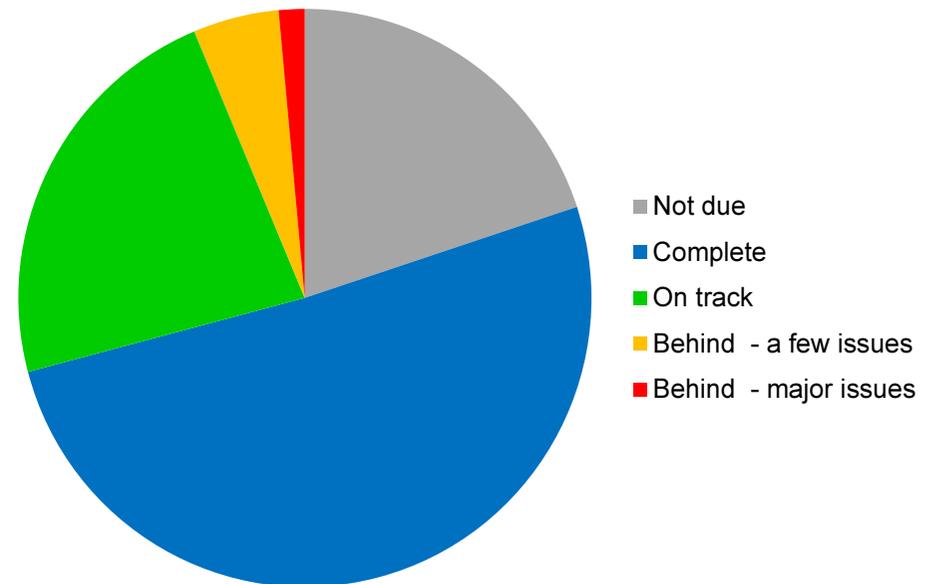


Service commissioning



Review of safe transfer technicalities

- * 1,300 colleagues safely transferred on 1st April
- * People using services also experienced a safe transfer and no disruption to services they were using. Appointments upheld
- * All safety and quality requirements during this transfer period were achieved.
- * Virgin Care are now actively participating in a number of Boards, delivery plans and urgent care planning activities
- * A comprehensive 100 day plan is being deployed including review of services, operating procedures and policies.
- * The progress on the 100 day plan and risk registers are shared weekly with commissioners.



Current 'Business as usual' status

Developments so far

- * **People** – we have had attendance from over 90% of teams at arrivals events, with overwhelming positive feedback.
- * **Support** – we have a single point of access for queries and to enable us to support those that need help quickly.
- * **Training** – managers received additional training on systems, support and new values and objectives for the year ahead
- * **Communications** – we have continued to engage with stakeholder groups and have proposed an external engagement strategy which is due to be discussed with community champions next week
- * **Systems and people** – we have rolled out over 200 new phones to enable staff to get access to emails on the move. Positively received by colleagues
- * **Pay** – all colleagues, carers and subcontractors have received first payments successfully.

Service development falls pick up service

- * The falls pick up service was launched on 2nd May 2017
- * It is a joint service development with the RUH and SWAST
- * It enables those who fall at home to be responded to by a therapist working alongside a paramedic to avoid being admitted to hospital and receive more timely specialist support.
- * In the first 4 days, the team saved 2 elderly people from having to be conveyed into hospital



RUH-Therapies @PTOTSLTdept · May 2

Fab first day for our Falls Rapid Response Team @RUHBath @swasFT and Banes Community #fixingfallsinthecommunity @kittikate10 @nhsbanescg



Coming up in the next month....

We have been

- * working with the commissioners on developing the Service Development and Improvement Plan, including reviews of: mental health services, continuing health care and reablement
- * undertaking a joint review of community hospitals with commissioners & integrating outcomes into our transformation plan
- * undertaking pathway review of home-first implementation across community services and are quickly developing a new roll-out plan. Next month the plan will be launched

We will be

- * launching the review and redesign of wellbeing services, involving all partners
 - * continuing to roll out mobile phones to the wider workforce
 - * implementing our 'Virtual Desktop' environment in June
-

Delivering Transformation



Lessons Learnt

- 

Our engagement and the involvement of Community Champions was deemed 'gold standard' but we need to consider in the next stage how we increase the diversity of the group
- 

Internal communications and co-production with staff is as important as communications and engagement with the public
- 

Matching the scale of the project with the timeframe for delivery is key
- 

Defining the scope of the project should be clear at the outset
- 

Strong leadership and project management is paramount
- 

Staff feel more connected to their colleagues as a result of their involvement in the project



your care
your way

THANK YOU

Bath & North East
Somerset Council

NHS
*Bath and North East Somerset
Clinical Commissioning Group*