

Pam Richards - Statement & questions to Council – November 8th 2018 from Protect Our NHS BANES

Progress with Virgin Care Transformation Programme

During 2017/18, Virgin Care was required to begin implementing their ambitious transformation programme in order to improve service delivery and achieve efficiencies to enable greater sustainability in future years. The report at the end of the financial year indicated lack of progress in two key performance areas which had a red rating. The commissioners report is quoted below

Implement the integrated care record (ICR)

Commissioners remain concerned that this work stream is behind schedule. Some clinical engagement efforts with RUH made, however critical conversations re scope of project and Information Governance are outstanding. Virgin has employed a new ICR Information Governance lead who comes from Connecting Care. Patient portal being developed with community champions, with v.1 available in April, and new version by December. 18/19 milestones set outline that Virgin must deliver two two-way data transfer projects per quarter in order to meet the clinical benefits realisation timelines.

Establish foundations for locality based provision and care coordination

Virgin have established a local group working on 4 agile projects for phase 1 care coordination; efficiency of Health Access Team HAT and ASIST, joining up the information, navigation and prevention, and estates. Advice Centre incorporating Direct Payment Hub will be in place in Q1 18/19. VCSL have linked up Health MyDoS with Wellbeing Options from the Council to start to build the first comprehensive Directory of Service. Review of Health Access Team ongoing in Q1 18/19 with an acknowledgement that issues persist, particularly for Primary Care. A recovery action plan has been implemented to bolster the capacity in HAT and to analyse the data in order to more accurately improve the service and ease pressures. Clinical systems process maps have been received, and key leads engaged from IT and clinical systems. In Q1 the focus will be on scoping the potential to co locate all advice functions into one hub. While progress has been made, the majority of the 17/18 milestones have not been met, hence the red rating. Phase 0.5 which will see the co-location of all access teams is due to go live in June.

'there are areas of transformation, particularly Integrated Care Record and Care Coordination, which features highly in their bid, where Virgin Care has not made satisfactory progress.'

Protect Our NHS BANES were concerned to learn in May of the lack of progress in these areas. Both areas of development depend significantly on the introduction of IT systems and we understand that there are still IT issues across Virgin Care health and community services. We believe that regular reports on these crucial projects should be published in the public domain.

We also note that in Sept 2018 nearly three in every four staff who responded to a staff survey said they would not recommend Virgin Care as a place to work. Staff were told in an internal newsletter that it was of “significant concern” that only 27 per cent of them would recommend Virgin Care as a place to work. In addition, we are aware that there are problems with staff turnover and retention.

1. In the interests of transparency and the huge investment of public money in the delivery of the community services contract, does the Council agree that the quarterly reports on Quality and Performance should be published on the Council and CCG websites? Are councillors satisfied that sufficient progress is being made in all key areas of the transformation plan ?

2. Are councillors aware of the dissatisfaction of staff with the Virgin Care organisation and the impact this is likely to have on service delivery ?

Pam Richards

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