

NHS DORSET CLINICAL COMMISSIONING GROUP

GOVERNING BODY MEETING

A&E DELIVERY BOARD UPDATE

Date of the meeting	19/07/2017
Author	M Wood, Director of Service Delivery
Sponsoring Board member	S Watkins, UEC Clinical Lead and Chair of A+E Delivery Board
Purpose of Report	To update the Governing Body on the work of the A+E Delivery Board, including Systems Resilience.
Recommendation	The Governing Body is asked to note the report.
Stakeholder Engagement	A+E Delivery Board membership includes local acute and community providers, ambulance service, local authorities, primary care and NHS England.
Previous GB / Committee/s, Dates	N/A

Monitoring and Assurance Summary

This report links to the following Strategic Principles	<ul style="list-style-type: none"> • Services designed around people • Preventing ill health and reducing inequalities • Sustainable healthcare services • Care closer to home 		
		Any action required?	
	Yes	Yes Detail in report	No
All three Domains of Quality (Safety, Quality, Patient Experience)	✓		✓
Board Assurance Framework Risk Register	✓		✓
Budgetary Impact	✓		✓
Legal/Regulatory	✓	✓	
People/Staff	✓	✓	
Financial/Value for Money/Sustainability	✓		✓
Information Management & Technology	✓		✓
Equality Impact Assessment	✓		✓
Freedom of Information	✓		✓
I confirm that I have considered the implications of this report on each of the matters above, as indicated	✓		

Initials: MW

1. Introduction

- 1.1 The purpose of this report is to provide an update on the work of the A&E Delivery Board which meets on a monthly basis.
- 1.2 The recent focus of the Board has been to develop the NHS England mandated 'Urgent and Emergency Care Delivery Plan' (UECDP) supporting the Dorset STP and for submission by 19 June 2017. This brings together the 'Improvement' and 'Transformation' requirements at both National and STP levels in order to have a single UEC plan. This means that the 'improvement' areas which have been a particular focus of the A&E Delivery Board are now subsumed into the one UECDP. Some of these areas are:
- Maintaining patient flow and performance against key targets;
 - Developing an implementation plan to deliver GP streaming at the front door at RBCHFT and PHFT by September 2017;
 - Agreeing DTOC trajectories.

2. Report

Guidance

- 2.1 The National Urgent and Emergency Care Delivery Plan guidance was issued on 11 April 2017. The plan contains 'seven pillars' for; Ambulance, 111 Calls, 111 on-line, Urgent Treatment Centre's, GP Access, Hospital, and Hospital to Home. The A+E Delivery Board has been leading on the co-production of this system plan, supporting the STP.
- 2.2 The Dorset UECDP describes the UEC transformation projects required to support the CSR / STP (Ambulance; Urgent Treatment Centre's; Integrated Urgent Care with GP Extended Access; and One Acute Network). These projects will include the improvement elements required within the plan. For example; 111 calls, 111 on-line, and GP Access pillars are all included in the Integrated Urgent Care (including GP Extended Access) Project. If you would like to see the latest version of the UECDP, please contact [Sue Sutton](#), Deputy Director of Service Delivery.
- 2.3 Feedback was received from NHS England to the first draft plan, which required further detail to be included, including Executive level leads to be named per pillar. This was in the main reflected in the subsequent version submitted on 19 June. Some elements are still in the process of being addressed; Executive level leads for each pillar, for example. System resource at project and Executive level is being progressed via the A&E Delivery Board. Final feedback from NHS England is awaited.
- 2.4 Next steps are to produce Transformation Project Initiation Documents per project, incorporating the requirements within the UECDP.
- 2.5 There is a new Deputy Director UEC in post to lead this over the next 12

months.

A&E Delivery Board

- 2.6 It was agreed at the meeting held on 14 June 2017 that the A&E Delivery Board would be refreshed to become the UEC Delivery Board in order to reflect the focus on both the improvement and transformation areas. The Terms of Reference (ToR) is currently being updated to reflect this change.

Performance

- 2.7 Throughout April/May/June the system as a whole has been on Opel Level 2 for considerable periods of time.
- 2.8 Heat wave alerts were received at level 2 (15 June 2017) and level 3 (17 June 2017), where the system saw an increase in Stroke admissions and fracture presentations, which resulted in one Acute Trust moving to Opel level 3 briefly
- 2.9 Weekly Sitreps are available for key indicators based on a 7 week rolling average. The weekly report for week ending 18 June shows:
- Increases in ED / MIU activity and conveyances;
 - Emergency admissions and ED conversion rate are in line with the same time last year;
 - Bed occupancy rates remain stable at around 90%;
 - All 3 Acutes have been above the 95% A&E target;
 - Volume of calls to NHS111 is tracking closely to same time last year, with an improvement in the call answering standard to 92%.

Winter 2017/18

- 2.10 A specific 'winter workshop' has been planned for early September 2017. The morning session will be used to review lessons learnt across the system with each provider presenting their findings and future plans they are hoping to adopt in preparation. The afternoon session will be a scenario based table top exercise to test these future system winter plans.
- 2.11 The UECDP sets out winter planning timelines for 2017/18, with initial planning to be completed by June 2017.

Delayed Transfers of Care (Part of the 'Hospital to Home Pillar' in the UECDP)

- 2.12 The first submission of the NHS England sustainable bed occupancy template met the deadline of 16 June 17.
- 2.13 The aspiration for DTOC by end of September as per the requirement in the

UECDP is for each organisation to be reporting a DTOC rate of 4.5%.

- 2.14 Delayed Transfers of Care numbers have seen some improvement based on the weekly snapshot reports.
- 2.15 The Pan Dorset Health and Social Care Delayed Transfers of Care Action Plan continues to be monitored through the A&E Delivery Board/UEC Delivery Board as part of the UECDP.

Streaming at A&E Front Door (Part of the 'Hospital Pillar' in the UECDP)

- 2.16 National capital funding became available at short notice to enable primary care streaming at the front door of A&E to be established by September 2017.
- 2.17 Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust and Poole Hospital NHS Foundation Trust submitted successful bids and are establishing project teams to deliver both the capital and staffing elements of streaming at the front door.
- 2.18 Work is underway on a detailed paper for the UEC Delivery Board, detailing progress by provider with this area of work. It has been identified as a significant challenge by the providers when implementing this change as they must remain within their current financial envelope.

Lead / Co-coordinating Ambulance Commissioner for the South West

- 2.19 Dorset accepted the baton from NHS Gloucestershire CCG on 1 April 2017 as the lead / coordinating ambulance commissioner on behalf of the 12 CCGs in the South West. A governance review has been carried out, with a new Ambulance Strategic Partnership Board having been established, with Executive leads from each of the seven STPs to be in attendance. The inaugural meeting is on 13 July 2017. It is planned to agree initiatives for delivery at South West level, to support all STPs, recognising that plans differ. The group will also consider strategic issues such as the impact of service reconfigurations on SWASFT and therefore the collaboration; a mapping piece of work is being done in the first instance, to understand the service change plans across the seven STP footprints.
- 2.20 A UEC Delivery Plan Ambulance Pillar Launch Event is being planned for September, for all seven systems across the South West. A 'hold the date' will be provided shortly.
- 2.21 Dorset is directly involved in one of the four National work streams as part of the National Ambulance Programme: Commissioning Development. UEC is also one of the several ACS workstreams.

Integrated Urgent Care and GP Extended Access

- 2.22 Planning for this is progressing against the new timescale of going out to the market in January 2018. A service model planning work shop was held on 18

May 2017, with good attendance across the system. The Governing Body will receive a full suite of papers in November 2017.

3. Conclusion

- 3.1 Health and Social care partners continue to work well on a system wide approach which supports the delivery of the STP UEC related targets, now described within the UECDP.
- 3.2 The priorities for the second quarter of 2017/18 will be to finalise the system level resource at project and Executive levels so that the PIDs may be completed and project groups may be established. This is to deliver the UECDP for the Dorset STP in line with National guidance and the A&E Delivery Board is being refreshed to become the UEC Delivery Board, in order to achieve this.

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