

NHS DORSET CLINICAL COMMISSIONING GROUP

GOVERNING BODY MEETING

URGENT AND EMERGENCY CARE DELIVERY BOARD UPDATE

Date of the meeting	15/11/2017
Author	M Wood - Director of Service Delivery
Sponsoring Board member	S Watkins - UEC Clinical Lead and Chair of Urgent and Emergency Care Delivery Board
Purpose of Report	To update the Governing Body on the work of the Urgent and Emergency Care Delivery Board, including System Resilience.
Recommendation	The Governing Body is asked to note the report.
Stakeholder Engagement	Urgent and Emergency Care 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 		
	Yes	Any action required?	
		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 Urgent and Emergency Care (UEC) Delivery Board which meets on a monthly basis.
- 1.2 The UEC Delivery Board continues to oversee all of the UEC Delivery Plan which includes both the NHS England mandates and the Dorset Sustainability and Transformation Plan strategic intentions.
- 1.3 A new Clinical Commissioning Group UEC 'core' Team is now in place with a specific remit to deliver the UEC Delivery Plan comprising both the Transformation, and (performance) Improvement agendas.
- 1.4 A meeting with wider UEC system stakeholders is scheduled for Friday 17 November 2017 to build upon existing relationships and seek the formation of a system wide UEC team to support delivery of the UEC Plan.

2. Performance and System Resilience

- 2.1 Performance data for the UEC System continues to be reviewed at each UEC Delivery Board.
- 2.2 Current progress is included within the integrated finance, performance and quality report which is reported under a separate agenda item.

Winter 2017/18

- 2.3 NHS England and NHS Improvement have now established a winter reporting process, which will run from Monday 30 October through to Sunday 15 April 2018.
- 2.4 The process includes providing daily system reports of the Operational Pressures Escalation Levels (OPEL) status to NHS England Wessex. Providers will also be required to report key performance and quality indicators directly to NHS Improvement on a daily basis.
- 2.5 NHS England will be supporting local systems by hosting a weekly teleconference to share situational awareness and to offer potential solutions to any challenges or best practice, commencing 8 November 2017.

3. EPRR Assurance

- 3.1 The CCG has completed its annual EPRR Assurance Submission to NHS England Wessex. An overall level of "substantially compliant" against 37 core standards for EPRR, has been agreed. A Dorset system wide compliance level was presented at the same meeting and will be agreed at the forthcoming Local Health Resilience Partnership on 15th November.

4. UEC Transformation Fund

- 4.1 Following the submission of a bid for UEC transformation monies to NHS England, Dorset has been successful in obtaining funding of £350k to support work to develop Mobile Urgent Treatment Centres.
- 4.2 This is being led through a newly established Ambulance Project Group, which will also lead key areas of work such as Ambulance Handovers. This group will link to the South West ambulance commissioning governance framework.

5. UEC Delivery Plan – UEC Pillars

111 / 111 Online / GP Access

- 5.1 The programme to procure the Integrated Urgent Care Access, Advice, Assessment and Treatment Service (IUCATS) and Improving Access to GP Services (IAGPS) from 1 April 2019, continues to progress in accordance with the agreed plan.
 - 5.1.1 A market engagement event has been scheduled for Wednesday 29 November 2017. Formal offer to the market is scheduled for January 2018.
- 5.2 Business cases were received from East, Mid and West locality clusters for the accelerated phase of IAGPS. Following clarification meetings with nominated provider leads, mobilisation plans that address achievement of a 50% population coverage by March 2018 are being finalised.
- 5.3 For the existing services ahead of the procured arrangement, a gap analysis has been submitted to NHS England to establish how our existing Integrated Urgent Care Services/contracts align with the requirements of the National service specification.
 - 5.3.1 Work is continuing with South Western Ambulance Services NHS Foundation Trust as the incumbent provider to ensure delivery of a 'Consult and Complete' model by increasing the offer of clinical consultation to NHS 111 calls. Target states more than 50% of calls to NHS 111 will lead to a patient speaking to a clinician within the Clinical Assessment Service.

Urgent Treatment Centres

- 5.4 Gap analysis of existing facilities against the new National specification standards has been undertaken.
 - 5.4.1 Weymouth Urgent Care Centre has been included in the National Wave 1 roll out of urgent care facilities that will meet the new Urgent Treatment Centre standards by December 2017. Work is progressing to meet this requirement.

- 5.5 Work has commenced to model activity to develop an optimal configuration of Urgent Treatment Centres to meet presenting need in Dorset and support the decisions of the Clinical Services Review.

Ambulance Pillar

- 5.6 The Ambulance Project Group, which will be responsible for delivering the key elements of work for the transformation of ambulance services will meet for the first time in November 2017.
- 5.7 A launch event is scheduled for 6th December 2017 where an update will be provided on work completed to date.
- 5.8 South Western Ambulance Services NHS Foundation Trust is continuing to roll out the Ambulance Response Programme standards and this will form a key part of the work going forward alongside the design and development of Mobile Urgent Treatment Centres.

Hospital Pillar

- 5.9 Front Door Streaming – work has continued at pace to implement front door streaming at local Emergency Departments in both Royal Bournemouth Hospital and Poole Hospital.
- 5.10 Operational models have now been defined and contract variations enacted with the service operationally live from the 31st October 2017.
- 5.11 Dorset County Hospital continue to implement a local streaming solution to meet the needs of its patient population.

Hospital to Home Pillar

- 5.12 Delayed Transfers of Care continue to be closely monitored with a dedicated Transfer of Care Steering Group now convened and meeting on a monthly basis.
- 5.13 The Pan Dorset Health and Social Care Delayed Transfers of Care Action Plan continues to be monitored through the UEC Delivery Board.
- 5.14 The average days lost per occupied bed (Delayed Transfers of Care rate) across acute providers in the system is currently running at 4.8% (as of week ending 15 October 2017). This remains above the 3.5% trajectory.
- 5.15 As outlined earlier, the level of acuity of presenting patients is adversely affecting the Delayed Transfers of Care rate.

6. Lead / Co-coordinating Ambulance Commissioner for the South West

- 6.1 An Ambulance Pillar Launch Event was held on 21st September 2017 for the South West, which was well attended by commissioners and providers across the 12 CCGs and 7 STPs. Speakers included the National Improvement Director responsible for the Ambulance Improvement Programme; Dorset CCG UEC Clinical Lead; Dorset CCG Deputy Director UEC; SWASFT; other commissioners and providers.
- 6.2 The Ambulance Strategic Partnership Board met again on 18th October and have set a work plan for the South West working group to deliver, which focuses on the New Model / Mobile Urgent Treatment Centres; Ambulance Handovers; and Workforce.
- 6.3 The South West governance arrangements link to the new Dorset Ambulance Commissioning Group

7. ACS UEC Workstream

- 7.1 Following the first call between all of the ACS UEC leads and the National ACS and PMO teams, a Dorset specific call was held on 16th October. A further meeting for all ACS UEC Teams is being held at Richmond House on 8th November, where Dorset has also been asked to present on the IUCATS work.

8. Conclusion

- 8.1 Health and Social care partners continue to work well via the UEC Delivery Board and wider governance, on a system-wide approach that supports the delivery of the Sustainability and Transformation Plan UEC Delivery Plan, which encompasses NHS England mandates and Dorset strategic priorities for both Improvement and Transformation.
- 8.2 Winter Planning processes are well developed and operating well.

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