

NHS DORSET CLINICAL COMMISSIONING GROUP

GOVERNING BODY MEETING

URGENT AND EMERGENCY CARE DELIVERY BOARD UPDATE

Date of the meeting	20/09/2017
Author	M Wood - Director of Service Delivery
Sponsoring Board member	S Watkins - UEC Clinical Lead and Chair of UEC Delivery Board
Purpose of Report	To update the Governing Body on the work of the UEC Delivery Board, including Systems Resilience.
Recommendation	The Governing Body is asked to note the report.
Stakeholder Engagement	UEC 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 UEC Delivery Board which meets on a monthly basis.
- 1.2 Following their final feedback letter on 27th July, NHS England (NHSE) has begun to assess against the milestones within the UEC Delivery Plan (UECDP). The first submission to be made was for the 'Urgent Treatment Centre' pillar on 25th August, with another to follow on 25th September.
- 1.3 A further letter has been received from NHSE regarding preparation for winter and a 'winter workshop' (section 3.4) is supporting completion of this plan, due for final submission on 8th September.
- 1.4 New guidance has also been published for:
 - Urgent Treatment Centre's; and
 - Integrated Urgent Care Service Specification.
- 1.5 The UEC Delivery Board continues to oversee all of the UECDP which includes both the NHSE mandates and the Dorset STP strategic intentions.

2. UEC Transformation Fund

- 2.1 NHSE have invited bids to access UEC Transformation monies, for submission by 8th September 2017.

3. Performance and System Resilience

- 3.1 A new style performance report is being produced to allow the UEC Delivery Board to assure themselves of progression and delivery of all (performance) Improvement and Transformation measures within the UECDP and across the system.
- 3.2 Throughout June/July/August the system as a whole has performed well. Weekly reporting on Opel Levels was ceased from Easter and it is anticipated that they will be re-instated from October.
- 3.3 Weekly Sitreps are available for key indicators based on a seven week rolling average. The weekly report for week ending 20th August shows:
 - ED / MIU attendances activity is in line with the previous year, with a slight increase beginning to appear throughout the August holiday;
 - Emergency admissions has remained about the same as the same period last year, but has been stable against last year which saw high peaks in admissions;
 - Conversion rates were increasing toward to end of July and beginning of August but have since dropped to the level of the previous year;
 - Bed occupancy saw an increase toward the end of June which is now

holding stable at around 91%;

- Dorset County is the only acute to remain above the 95% ED performance. Poole has been below the 95% and Royal Bournemouth has been below the 95% except for a period around the 6th August;
- 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

- 3.4 A 'winter workshop' and system resilience major incident exercise is planned for 8th September. The morning session will give providers an opportunity to present their preparations for winter having reviewed lessons learnt in a debrief exercise earlier in the year. The afternoon session will be a scenario based table top exercise to test provider resilience and winter plans in the event of a major incident. This will inform the final winter plan to NHSE.

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

- 3.5 Provisional provider and Health & Well Being Boards level Delayed Transfers of Care (DTC) trajectories were submitted by NHS Dorset CCG on behalf of the UEC Delivery Board, to achieve 3.5% at all acutes by September 2017 and for this to be maintained. The target is 4.5% for community providers by September 2017 although NHS Dorset CCG has agreed a local target for 7.5 with Dorset HealthCare.
- 3.6 DTC saw a slight rise in the middle of August according to the weekly snapshot and community hospital numbers were particularly high.
- 3.7 Work will be taking place to understand and review the pathway regarding Court of Protection rules whilst in an inpatient setting which are small in number but long in days delayed.
- 3.8 The Pan Dorset Health and Social Care Delayed Transfers of Care Action Plan continues to be monitored through the UEC Delivery Board as part of the UECDP.

4. UECDP Current Priorities and Highlights

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

- 4.1 Following successful capital bid submissions, Poole Hospital Foundation Trust; and Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust are taking forward their building works. They are also working with partners across the system to define the operating model including staffing from October 2017.
- 4.2 Dorset County Hospital NHS Foundation Trust was not successful with their bid as they will continue to implement a local streaming solution to meet the

needs of the patient population it currently serves.

- 4.3 A draft paper was prepared for the UEC Delivery Board in August and work continues with partners across the system to define the Commissioning Plan for October. Risks to 'go live' are being monitored as part of this.

Integrated Urgent Care Access, Advice, Assessment and Treatment Service (IUCATS) and Improving Access to GP Services (IAGPS) (UECDP Pillars for 111 calls, 111 online and GP Access)

- 4.4 Procurement timescales remain in place, with going out to the market scheduled for January 2018. A draft specification has been shared with providers for comment; further work is now required to consider the new national IUC service specification and reflect it into the Dorset documentation. The Governing Body will receive a full suite of papers in November 2017. The go-live for IUCATS will be 1st April 2019.
- 4.5 The IAGPS proof of concept phase will commence from 1st October 2017 for 18 months with a heavy emphasis on local GP providers working with existing service providers. The intent behind this phase will be to work as a system and secure a 50% coverage by 31st March 2018, moving towards 100% coverage from 1st October 2018, with a view to achieving 100% across the county by 31st March 2019.

Urgent Treatment Centres (Urgent Treatment Centre Pillar)

- 4.6 A new national specification has now been published and there is a requirement for the CCG / STP to carry out a 'gap analysis' between the existing facilities and the new specification. There is a national target of 150 facilities to reach the new specification by December 2017; dates for feeding back the results of the gap analysis to NHSE are 25 August and 25 September.

Ambulance Service (Ambulance Pillar)

- 4.7 Dorset is planning to take forward a project to design a 'mobile urgent treatment centre' approach, to support the ARP (Ambulance Response Pilot - which addresses the most life threatening activity).
- 4.8 On the 13th July Jeremy Hunt made the announcement that the Ambulance Response Programme pilots were complete and that national rollout of the new standards would take place.
- 4.9 A full implementation date has yet to be agreed but this is likely to be 1 October 2017. These standards require a different operating model to deliver, which SWASFT have already been considering, especially around their car to conveying vehicle ratio.
- 4.10 SWASFT will roll out of the new ARP standards formally as part of the national roll-out from October. SWASFT and therefore Dorset are at an advantage for implementation due to their involvement in all the pilots since

their inception. Monitoring performance has been difficult during in this period due to the pilot changes; this will be mitigated once the new AQIs are in place.

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

5.1 The refreshed governance framework for the collaborative commissioning arrangement in the South West has now been agreed and the inaugural meeting of the Strategic Partnership Board took place in July. This board brings together the 7 STPs across the SW and will set the strategic direction going forward. It was agreed at July meeting that the work plan for the next two years will include:

- A focus on reducing handover delays at the acute trusts;
- New models of care for the ambulance service to support the ARP model and STP service reconfigurations: 'mobile urgent treatment service';
- UEC Workforce Review – Taking into consideration the impact of the uplift for established paramedics to a band 6;
- Commissioning Framework – Work alongside the national group (the Deputy Director UEC is a member) in developing the proposals for a potential new commissioning framework for ambulance services.

5.2 These areas of work will form part of the Ambulance Transformation project currently being set up in Dorset and will report into the UEC Delivery Board.

5.3 A regional event planned for the 21st September which will officially launch the Ambulance Pillar within the UEC Delivery Plan for the South West.

6. Conclusion

6.1 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 STP UEC Delivery Plan, which encompasses NHSE mandates and Dorset strategic priorities for both Improvement and Transformation.

6.2 There will be a new UEC Team in place from 25 September to work with the Deputy Director UEC to deliver the UECDP comprising both the Transformation, and (performance) Improvement agendas.

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