

NHS DORSET CLINICAL COMMISSIONING GROUP
GOVERNING BODY MEETING
SYSTEMS RESILIENCE GROUP UPDATE

Date of the meeting	20/05/2015
Author	M Wood – Deputy Director Review, Design and Delivery
Sponsoring Clinician	S Watkins - Chair Co-ordinating Care Clinical Commissioning Programme
Purpose of Report	To update the Governing Body on progress with system resilience across Dorset.
Recommendation	The Governing Body is asked to note the report.
Stakeholder Engagement	System Resilience Group membership includes local acute providers, local authorities, ambulance service, GPs and locality chairs.

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 [e.g. ✓]	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 a brief update of the work on the Urgent Care agenda within Dorset and the ongoing areas of work which are being taken forward.

2. Report

- 2.1 The Systems Resilience Group (SRG) meet on a monthly basis and continue to review performance in urgent and emergency care across Dorset.
- 2.2 There are three Health and Social Care Cluster groups that support the work of the SRG and which meet on a monthly basis to address the sustained pressure in the system and to manage the flow effectively. Action plans have been developed by each group and progress is being reported to the SRG.
- 2.3 The SRG will be responsible for the approval of the 2015/16 Operational resilience and capacity planning (ORCP) funding for each acute hospital and cluster.
- 2.4 Cluster Groups are evaluating all schemes funded by the 2014/15 ORCP funding and the agreement for ORCP funding investment in 2015/16 will be based upon outcomes of these evaluations.
- 2.5 The Dorset Transfer of Care Steering Group is a further subgroup of the SRG which has a focus on improving joint discharge planning and processes strategically across all health and social care systems across Dorset. This will improve the patient pathway and communication between organisations and primary care.
- 2.6 This steering group will undertake an in depth review of the expenditure and projects that were commissioned and supported by the three local authorities from the ring fenced delayed transfer of care monies. This money was made available by the Government in January to support reducing the numbers of delayed transfers of care across Dorset. Additional money was received by the local authorities in March to support resilience in the schemes continuing over Easter 2015.
- 2.7 Delayed transfers of care continue to remain high and not at the contracted level of 3.5% but have decreased in numbers in the last month.
- 2.8 There are continued pressures in the system and this is reflected in the Performance Dashboard presented each month at the SRG and enclosed as an appendix to this report. Emergency admissions for 2014/15 remain significantly higher than 2013/14 levels and the delivery of the 4 hour standard in the Emergency Department is challenging for local providers.
- 2.9 Work continues on the development of the pan Dorset Capacity Management System (CMS) held within the Directory of Services (DOS). The system will be updated with agreed escalation triggers which will standardise the levels at which alerts are issued across the health and social care system in Dorset.
- 2.10 NHS 111 performance continues to be challenging locally and the CCG is making recommendations on the future commissioning model for NHS 111 services in Dorset.

Easter

- 2.11 The Urgent Care Team is currently preparing a full evaluation following Easter 2015. Following an extremely busy Christmas and New Year it was recognised that additional capacity was needed to support Emergency Departments over the Easter bank holiday and the Urgent Care Team built upon Christmas planning to develop system resilience for Easter.
- 2.12 It was recognised locally that more plans were put in place to support health and social care resilience over the four day Easter bank holiday than had previously been commissioned before. This included:
- additional primary care capacity in GP practices in the East of the county;
 - increased Minor Injuries Unit (MIU) capacity;
 - GP cover and support in community hospitals and MIUs;
 - daily resilience planning calls;
 - communication plan and social media messaging.
- 2.13 Early feedback is that the system managed very well and some services were well utilised, better communication would improve the use of the remaining capacity.
- 2.14 A full report with future recommendations will be circulated in June 2015

3. Conclusion

- 3.1 There is continued pressure in the system but capacity is improving across all health and social care sectors. Work is underway to ensure robust plans and communication is ready to manage pressures later in Winter 2015/16.

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Date : 28 April 2015
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APPENDICES	
Appendix 1	Systems Resilience Dashboard 2015