

**WEST LEICESTERSHIRE CLINICAL COMMISSIONING GROUP  
BOARD MEETING**

**12 May 2015**

<b>Title of the report:</b>	Assurance Report from the Provider Performance Assurance Group
<b>Section:</b>	Performance – How are we doing?
<b>Report by:</b>	Jayshree Raval Collaborative Commissioning Support Officer, ELR CCG
<b>Presented by:</b>	Ray Harding, Provider Performance Assurance Group (PPAG) & Independent Lay Member, WLCCG

<b>Report supports the following West Leicestershire CCG's goal(s) 2012 – 2015:</b>			
Improve health outcomes	✓	Improve the quality of health-care services	✓
Use our resources wisely	✓		

<b>Equality Act 2010 – positive general duties:</b>
1. The CCG is committed to fulfil its obligations under the Equality Act 2010, and to ensure services commissioned by the CCG are non-discriminatory on the grounds of any protected characteristics.
2. The CCG will work with providers, service users and communities of interest to ensure if any issues relating to equality of service within this report are identified and addressed.

<b>Additional Paper details:</b>	
Please state reason why this paper is being presented to the WLCCG Board	To update the Board on provider performance & areas of concern
Discussed by	Provider Performance Assurance Group on 30 April 2015
Alignment with other strategies	2014/15 and 2015/16 Operational Plan
Environmental Implications	None identified
Has this paper been discussed with members of the public and other stakeholders? If so, please provide details	N/A

**EXECUTIVE SUMMARY:**

1. This report provides assurance to the Governing Body through the Provider Performance Assurance Group (PPAG) of the collaborative contracts and the respective providers' performance.

**RECOMMENDATIONS:**

The West Leicestershire Clinical Commissioning Group is requested to:

**RECEIVE** the Assurance Report from the Provider Performance Assurance Group

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**12 May 2015**

**Assurance Report from the Provider Performance Assurance Group**

**Introduction**

1. The purpose of this report is for the Provider Performance Assurance Group (PPAG) to provide the Governing Body with a summary of the assurance received from the Contract Squares in relation to performance across the collaborative contracts, and the respective providers' performance.
2. In addition, the report provides a summary of the items for escalation from PPAG during April 2015 for consideration by the Governing Body and to ensure that the Governing Body is alerted to emerging risks or issues.
3. PPAG is a meeting held in common consisting of members from across each of the 3 Leicester, Leicestershire and Rutland CCGs. PPAG's role is to:
  - Receive assurance and hold to account the Contract Squares;
  - Advise and recommend actions on provider performance as appropriate; and
  - Provide onward assurance to the respective Governing Bodies.

**Provider review and areas of concern**

4. At the meeting in April 2015, PPAG was assured that the Contract Squares were performance managing providers as appropriate through the contractual process.
5. PPAG received a report from each of the Contract Squares and agreed to bring the following areas of performance to the Governing Body's attention.

**Non-Acute Contracts Managed by ELR CCG**

6. **ARRIVA** – PPAG was informed that Arriva are still not meeting their KPIs but continue to maintain a steady state despite the unprecedented demand seen since October which diverted main focus to dealing with discharges from UHL acute hospitals. The Contract Squares are working proactively with the provider to ensure improvement is seen on the performance and the trajectory set within the service improvement plan. Contract Square noted that progress against this will be monitored closely.
7. **East Midlands Ambulance Service (EMAS)** – PPAG was made aware that the performance trajectory for EMAS has not been achieved for March 2015. EMAS are working to the Performance Improvement Plan and negotiations have concluded for the 2015/16 contract. It was noted that the KPIs have been agreed at a regional level and not at county level. PPAG was given an assurance that local targets which were contracted for, below national standards, would be explicitly agreed by the CCG Boards.
8. **Personal Health Budgets (PHB) – Arden and GEMCSU** – Contract Square presented a report for information highlighting the CCGs obligations in respect of the personal health budgets.
9. **Yorkshire and Humber CSU Retrospective Review Service (CHC)** – PPAG was informed that a total of 466 cases have been transferred over to YHCS retrospective team. YHCS are carrying out the initial processing of these cases and will inform the

CCG's of the additional liability. PPAG was informed that YHCS continue to experience difficulty in accessing the necessary records mainly GP and Local Authority records to progress the claims.

10. **NHS 111 – DHU-** PPAG was informed that NHS 111 continues to fail to comply with KPIs however the revised trajectory and action plan indicated a return to a sustainable position in April 2015. NHS 111 is currently recruiting call handlers and nurse advisors to their substantive vacancies.
11. **Out of County Acute** – Contract Square informed that the month 12 data indicated an increase in over performance across the out of county acute contracts for RTT, A&E and Cancer targets. It was noted that due to continuous over performance the contract squares are in regular contact with the providers and monitoring performance. PPAG was made aware that contract negotiations are underway.
12. **Arden and GEM CSU - Continuing Health Care (CHC)** –PPAG was updated on the current issues regarding capacity of the Arden & GEM CSU services and actions are being taken to address the issues. It was noted that concern had been escalated to the MD's; GEM still not having agreed to the Action Plan.

### ***University Hospitals of Leicester (UHL)***

13. **RTT** –PPAG was informed that the RTT performance target is still moving in the right direction and has successfully reduced the backlog with further reductions anticipated without compromising delivery of the non-admitted standard. It was highlighted that this has given additional focus to reducing the longest waits. PPAG was informed that Easter was planned well and therefore performance has been held for April 2015 and it is likely to hold for May 2015. The majority of specialties are delivering to recovery plans with the exception of Orthopaedics and ENT services on the admitted and non-admitted targets.
14. **A&E Performance** – Contract square informed that performance for April has improved to 92.5% from March 2015 which showed at 87.6%. Activity has not changed significantly although the number of admissions has increased and is currently 12% above last year's position.
15. **Cancelled Operations** –PPAG was informed that there are a small number of breaches which are continued to be monitored through weekly meetings. A recovery is expected in full against their action plan by the end of April 2015.
16. **Cancer** – PPAG noted that performance against the cancer targets for 31 days, 62 days and 62 days backlog were still areas of concern. Contract square informed that a first Cancer Board meeting is to take place in May 2015 which will consist of Commissioners and the Provider to review the issues around the underperformance targets and look at the revised trajectories.

### ***Leicestershire Partnership Trust (LPT)***

17. **Workforce** - PPAG noted the continuous concerns about reduction in workforce and staffing levels across LPT with specific focus on the Bradgate Unit and Community Hospitals. Following CQRG it was noted that additional actions have been agreed and a rolling programme of recruitment have been put in place.
18. **Data Quality** – PPAG was made aware that a data quality audit has been recently conducted by the internal auditors. A draft report and action plan has been compiled. Whilst PPAG was satisfied with the Data Audit and action plan, the Contract Square still had little confidence in current data being produced.

19. **Child, Adolescent and Mental Health Service (CAMHS)** – PPAG was informed of the recent review taken into the CAMHS to ensure there is robust governance in place and to provide the commissioners with an oversight on the performance and quality issues in CAMHS. The report provided key challenges facing the CAMHS service and actions undertaken to ensure management of performance and quality are in place.

### **RECOMMENDATIONS**

The West Leicestershire Clinical Commissioning Group is requested to:

**RECEIVE** the assurance report from the Provider Performance Assurance Group.