

PAPER C

**WEST LEICESTERSHIRE CLINICAL COMMISSIONING GROUP
 BOARD MEETING**

08 August 2017

Title of the report:	Managing Director's Communication
Section:	Standing Agenda Items
Report by:	Toby Sanders, Managing Director
Presented by:	Toby Sanders, Managing Director

Report supports the following West Leicestershire CCG's goal(s):			
Improve health outcomes	✓	Improve the quality of health-care services	✓
Use our resources wisely			

Equality Act 2010 – positive general duties:
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.

Additional Paper details:	
Please state relevant Constitution provision	N/A
Please state relevant Scheme of Reservation and Delegation provision (SORD)	N/A
Please state relevant Financial Scheme of Delegation provision	N/A
Please state reason why this paper is being presented to the WLCCG Board	To update the Board on current matters of interest.
Discussed by	
Alignment with other strategies	
Environmental Implications	
Has this paper been discussed with members of the public and other stakeholders? If so, please provide details	

EXECUTIVE SUMMARY:

This report summarises the latest CCG news, developments, upcoming events and national guidance and policy updates and includes information on:

Local

- West Leicestershire CCG Quarterly Assurance meeting
- National GP survey
- AGM and Conference

LLR wide

- Public Health Services Directory
- Better Care Fund
- Non-emergency patient transport services

National

- Consultation on items which should not be routinely prescribed in primary care

RECOMMENDATION:

The West Leicestershire Clinical Commissioning Group is requested to:

RECEIVE the update from the Managing Director.

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Managing Director's Communication

INTRODUCTION

1. This report summarises the latest West Leicestershire Clinical Commissioning Group (CCG) news, developments, upcoming events and national guidance and policy updates and includes information on:

LOCAL

Our CCG has been given a rating of 'outstanding' by NHS England

It was announced in July that West Leicestershire CCG had received an overall assurance rating of 'outstanding' by NHS England, as part of the national programme of CCG annual assessment.

The rating is based on a variety of indicators, including performance and outcomes, quality of leadership and finance management, encompassing almost all aspects of CCG operations.

In particular, NHS England praised the CCG for:

- Achieving our financial targets in 2016/17
- Consistently demonstrating robust governance
- Our leadership of Better Care Together, the local Sustainability and Transformation Plan, commenting on our positive engagement across health and social care partners
- Having robust mechanisms in place to review, report and assure quality
- Strong evidence of public engagement including in relation to STP
- Positive engagement with GP membership enabling further development of federations
- Strong performance in relation to dementia diagnosis rates

The 'outstanding' improves on the 'good' rating received last year and is a reflection of the hard work that everyone puts in including CCG staff, GPs and patient networks. We feel that together we are committed to putting what matters most to patients at the very heart of

everything we do and we are proud that this approach has been recognised by NHS England.

The last 12 months have been a challenging time for NHS organisations across the country and, looking forward we are focused on the work still to do. We are pleased that our work as part of Better Care Together has been noted and that all partners within the STP received favourable assurance ratings from NHS England. This places us in a very strong position from which to build.

We are committed to working with local clinicians and partners to improve the access to services for our patients and to manage demand for our urgent and emergency services. We will be concentrating our efforts on these areas, as well as supporting closer working between health and social care, this year.

The letter from NHS England confirming our annual assurance rating can be viewed on our website.

CCG Quarterly Assurance

We have quarterly assurance meetings with NHS England Central Midlands to assess how we are performing and we are able to discuss further developments or support required.

Our last meeting was held on 19 July 2017. The topics discussed included urgent and emergency care, primary care, finance, activities in our Quality, Innovation, Productivity and Prevention (QIPP) programme, cancer, mental health and Better Care Together - our Sustainability and Transformation Plan for Leicester, Leicestershire and Rutland.

The overall discussion was open and constructive and we will be progressing the agreed actions over the coming months.

GP Patient Survey

The GP Patient Survey is an England-wide survey, providing practice-level data about patients' experiences of their GP practice. A survey was undertaken measuring experiences across a range of topics including making appointments, waiting times, perceptions of care at appointments, practice opening hours and out of hours services.

[The survey results and reports for the GP Patient Survey can be viewed on line.](#) Extensive reports are available to download and can be triangulated with other sources of local data.

In NHS West Leicestershire CCG, **11,910** questionnaires were sent out, and **5,322** were returned completed. This represents a response rate of **45%**.

Taking a high level view of the data, the following areas outline where the highest number of West Leicestershire CCG practices performed well – 80% and above:

- 97% of patients said they had confidence and trust in the nurse they saw and spoke to
- 96% of patients said they had confidence and trust in the GP they saw or spoke to
- 92% of patients said it was either fairly or very convenient to get an appointment, however slightly less – 82% said that the appointment they were able to get was fairly or very
- 87% of patients said they found the receptionists at the GP surgery to be fairly or very helpful
- 86% of patients said that last time they wanted to see or speak to a GP or nurse from the GP surgery they were able to get an appointment to see or speak to someone
- 85% of patients described their experience of the GP surgery as either fairly or very good
- 85% of patients described their experience of their GP surgery as fairly or very good

Areas where the highest number of West Leicestershire CCG practice scored 79% and below are:

- 75% of patients were satisfied with the hours that their GP surgery was open
- convenient
- 73% described their experience of making an appointment as fairly or very good
- 67% of patients said it was easy to get through to someone at the GP surgery by telephone
- 59% of patients said that they didn't usually have to wait too long to be seen when they got to the GP, but 32% said they did have to wait too long

Practices and CCG localities along with the patient participation group network either have or will be discussing the survey results to identify any actions to be taken.

CCG Annual Conference and AGM

Stakeholders and members of the public will have the opportunity to find out more about the work we have been undertaking over the last year and discuss our plans for 2017/18 at our Annual Conference and Annual General Meeting.

The event will be held on 11 September 2017 at Holywell Park Conference Centre, Holywell Way, Loughborough University Science and Enterprise Park, Loughborough, LE11 3GR commencing at 5.00pm with an exhibition, followed by the AGM and conference commencing at 6.00pm.

Following on from the extremely successful conference in 2016, the theme for the 2017 is 'Integration' and will look at an exciting range of projects currently happening to provide better coordinated care for patients. Our focus will include Integrated Palliative Care - supporting patients at end of life, Integrated Locality Teams - supporting patients who are frail or have chronic conditions and Integrated Urgent Care Services - supporting patients when their need is immediate.

These programmes will see care wrapped around our patients and their GP practice and are designed to improve the health outcomes and wellbeing of people and increase the satisfaction and experiences of patients and healthcare staff.

Integrated services will ensure that care is provided in the right place, reducing duplication and eliminating waste in the system.

By providing joined up services we will reduce the amount of care and support delivered in acute hospital settings, ensuring that only care that should be provided in large hospitals will take place there in the future.

We welcome everyone to this annual event to discuss healthcare services from a range of perspectives – patients, carers and staff. You can register by visiting www.westleicestershireccg.nhs.uk or email communications@westleicestershireccg.nhs.uk

LEICESTER, LEICESTERSHIRE AND RUTLAND

Investment of £40 million into Leicester, Leicestershire and Rutland

In July the NHS announced which health economies will receive a share of the £325million of extra capital funding that was pledged in the spring budget. The Leicester, Leicestershire and Rutland Better Care Together partnership has been recognised with an investment of nearly £40 million.

The £40 million we have received will allow us to invest in our intensive care units, including a new ward at the Glenfield Hospital, and create a purpose-built acute ward for child and adolescent mental health services (CAMHS) with a focus on eating disorders.

A key part of the capital bid, which was made in April 2017 was a proposal to make improvements to community health services in Hinckley and Bosworth. Whilst we were delighted to learn that we have received crucial funding to allow some of our plans to progress, unfortunately we are disappointed to hear that the Hinckley and Bosworth bid had not been successful in this round of funding announcements.

Clear indications from NHS England are that we should see the announcement in July as a first down payment of much needed investment in modern equipment and NHS facilities, with more promised in the autumn and beyond.

As NHS West Leicestershire CCG we have led the work to review services in Hinckley and Bosworth working with patients, family carers, GP practices, NHS staff and stakeholders and we still want to implement the improvements to services in Hinckley as we feel that this is the right thing to do for patients locally.

We therefore pledge work to ensure that the Hinckley proposals are a key feature in future bids for funding in the Autumn. However, it is also important that we work with the local community to seek other opportunities and develop other plans to ensure that the improvements we want to happen become reality and that more services are provided for people. So at the same time as rigorously pursuing funding we will be exploring other ways of achieving our objectives. We recognise that change is essential in order to improve buildings, update equipment and services to benefit patients - supporting them to keep well as recover as fully as possible.

We will continue to work with the people of Hinckley to pursue full capital investment for the current proposals. At the same time as developing other plans in case the level of investment we are seeking can not be secured.

Non-emergency patient transport services in Leicester, Leicestershire and Rutland

Throughout 2016, West Leicestershire CCG led a project with patients, carers and staff to understand what matters most to them regarding Non-Emergency Patient Transport Services (NEPTS) in Leicester, Leicestershire and Rutland (LLR). We found what worked well and what wasn't working for patients, staff and carers, and used this information to outline a service that would provide care better suited to the needs of individuals.

To prepare for the new contract for managing the non-emergency patient transport services, we undertook considerable engagement and research. This gave us an understanding of the needs of patients from the point of first contact - when the journey is booked, through to pick-up, relationship of the driver with the patient, journey to the appointment, to getting ready for, and returning, home. We also looked at the way the service interacted with other services provided in an acute and community setting.

With the preferences of our patients at the foreground, a robust procurement process took place. Four organisations submitted a bid for the tender. The process included questions around a number of subjects, including safeguarding, quality governance, patient experience, financial stability, equality and social value, which were evaluated by different specialists with experience in their relevant areas. In addition, further checks in areas such as health and safety, insurance, and environmental management were carried out to ensure compliance.

The tenders were also reviewed by a panel of people, including patient representation. The panel looked at all aspects of the service including quality, governance, value for money, patient engagement, workforce and the sustainability of the service.”

A company called TASL scored extremely highly with regards to quality and patient engagement and were announced as the provider who would best be able to fulfil the contract. The organisation has extensive experience of delivering patient transport services, working with healthcare partners, and is committed to improving services in partnership with all stakeholders, and building strong links with service users and their families.

After the CCGs in Leicester, Leicestershire and Rutland announced that TASL were our preferred bidder, the Care Quality Commission (CQC) published a report into TASL's Essex base, which highlighted several areas in which they urgently needed to improve at that location. We and TASL take the findings very seriously and have been working closely with TASL to understand the concerns raised by the CQC, and to get the assurance we require that their response to the report has been robust. This has included undertaking our own quality visit to TASL's site in Essex and working with their other commissioners to assure ourselves that TASL have taken action to address areas of concern.

We have also sought additional assurances from TASL in relation to their ability to provide the level of service that we want for LLR residents. TASL are currently working closely with the CQC, focusing on improving where necessary and seeking to demonstrate the aspects of services, which they feel were not accurately reflected in the CQC report.

As a result, we are assured that all areas of concern have been addressed and that TASL will provide high quality non-emergency patient transport to our patients.

We have worked, and continue to work, with TASL to ensure that there is a smooth transition in October to a new service that is safe, reliable and caring.

A dedicated and experienced team will mobilise the service for patients in Leicester, Leicestershire and Rutland, to ensure that, when it is launched, there is a strong, knowledgeable, skilled and committed local team, which is focused on the patients they service.

Jointly, the CCG and TASL will hold local engagement sessions for service users, patients and their families so they can be assured about the future of the service.

NATIONAL

Consultation on items which should not be routinely prescribed in primary care

NHS England has partnered with NHS Clinical Commissioners (NHSCC) to support CCGs in ensuring that they use their prescribing resources effectively and deliver best patient outcomes. A national public consultation has been launched on draft commissioning guidance on products which could be considered low priority for funding by the NHS. The deadline for responses is 21 October 2017. CCG's are asked to engage with their local communities on these proposals, and to share views with the national consultation.

Publications

Improvements in reported experience of cancer care revealed in latest survey
<http://www.ncpes.co.uk/index.php/reports/2016-reports>

Revised guidance on quality surveillance groups and risk summits published
<https://www.england.nhs.uk/ourwork/part-rel/nqb/>

New Implementation guide and resource pack for dementia care published
<https://www.england.nhs.uk/mental-health/dementia/implementation-guide-and-resource-pack-for-dementia-care/>

Improving access for all: reducing inequalities in access to general practice services
<https://www.england.nhs.uk/gp/gpfv/redesign/improving-access/reducing-inequalities-in-access-to-gp-services/>

RECOMMENDATION:

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RECEIVE the update from the Managing Director.