

**WEST LEICESTERSHIRE CLINICAL COMMISSIONING GROUP  
BOARD MEETING**

**08<sup>th</sup> January 2019**

Title of the report:	Interim Accountable Officer's Communication
Section:	Standing Agenda Items
Report by:	Caroline Trevithick, Interim Accountable Officer
Presented by:	Caroline Trevithick, Interim Accountable Officer

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	CMT
Alignment with other strategies	N/a
Environmental Implications	None Identified
Has this paper been discussed with members of the public and other stakeholders? If so, please provide details	No

## **INTRODUCTION**

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

### **LOCAL**

- Workforce Update
- Performance and Assessment Framework – Engagement
- 360 Degree Stakeholder Survey
- Patient Participation Groups Network (PPG network)
- Getting our mojo back

### **LEICESTER, LEICESTERSHIRE AND RUTLAND**

- Winter communications

### **NATIONAL**

- NHS Shared Planning Guidance
- The NHS's 'remarkable people doing extraordinary things' named in New Year's Honours list

## **RECOMMENDATION:**

The West Leicestershire Clinical Commissioning Group is requested to:

**RECEIVE** the update from the Interim Accountable Officer

**WEST LEICESTERSHIRE CLINICAL COMMISSIONING GROUP  
BOARD MEETING**

**08<sup>th</sup> January 2019**

**Interim Accountable Officer's Communication**

**Local**

**Workforce Update**

1. At the end of November 2018 there was 93 WTE staff (87 employees, 6 non-employees) in post at the CCG, with 13 vacancies ranging across all of the directorates. 3.4 people started in the period from September 2018 to the end of November 2018 and 3 WTE staff left the organisation.
2. There are currently 6 interims working within WLCCG, either covering the 1 member of staff on secondment in another area of the NHS, staff vacancies or specific projects not related to vacancies. The positions are based in clinical quality, corporate affairs, urgent care, operations management and better care together. The CCG is currently fulfilling its equality and diversity responsibilities.

**Performance and Assessment Framework – Engagement**

3. NHS England has a legal duty (section 14Z16) to undertake an assessment of how well each CCG has discharged its public involvement duty (section 14Z2). NHS England completed the first national assessment of patient and public participation in CCGs as part of the CCG Improvement and Assessment Framework in 2017/18.
4. The assessment will cover how the CCG's approach to engagement complies with statutory requirements, the methodologies deployed, public and patient involvement in Governance and decision – making and reporting arrangements for providing feedback on involvement activities, in particular the outcome of involvement.
5. We are currently awaiting further information about the approach to assessment for 2018/19 and will share details with you as soon as we have them.

**360 Degree Stakeholder Survey**

6. Fieldwork for the 360 Degree Stakeholder Survey 2018/19 commences on 14 January. As required the CCG has supplied a list of stakeholders to Ipsos MORI, commissioned by NHSE to carry out the survey.
7. The aim of the survey is to provide CCGs with insight into key areas for improvements in their relationships with stakeholders and provide information on how stakeholders' views have changed over time.
8. The feedback also contributes towards NHS England's annual performance assessment of each CCG.
9. The process involves stakeholders being asked a series of questions about their working relationships with each CCG.
10. The CCG will be given a report following completion of the fieldwork. This report should be available from 1 April 2019.

## **Patient Participation Groups Network (PPG network)**

11. The CCG runs a regular PPG network. The network provides a forum to support PPGs to share good practice as well as raise awareness of current issues of common interest impacting on the patient experience at practices.
12. The Director of Primary Care and CCG communications and engagement team is currently looking at identifying good practice in terms the effectiveness of PPGs to support a description of the 'PPG offer' to practices: how best to describe the added value a PPG can provide.
13. A group of PPG representatives are supporting this work and designed a survey which has received 100 responses from PPG members, practice managers and GPs. The results are currently being analysed.
14. Work also been carried out nationally with the National Association of Patient Participation (NAPP) and the improvement actions will also be used to develop the work locally.

## **Getting our Mojo Back**

15. Members have previously been briefed through Governing Body of a programme of work to improve colleague engagement. The range of activities are based on those identified by colleagues as key areas of action. Current activities include:
  - Regular approach to internal communications: weekly bulletin and monthly face to face briefings
  - What do the CCG's values mean to you survey: colleagues have been asked to give feedback on how they support the values in their role
  - Charity days: colleagues have raised money for Macmillan Coffee Morning, Jeans for Genes and Save the Children Christmas Jumper Day
  - 'Elevenses': development sessions on current topics affecting colleagues and the CCG. It was decided to move these from lunchtime to eleven o'clock to give a clear signal to staff of the importance of taking time out for keeping themselves informed about current hot issues and to support their personal development.

## **LLR**

### **Winter Communications**

16. Communications activities have focussed on delivery of messages to support winter health care. The CCG has now established a single point for information on local support and information covering LLR through a winter health section on the Better Care Together website.
17. Media and a
18. Awareness raising through Social media and stakeholder briefings based on the local adaptation of national campaigns.
  - Flu immunisation
  - getting the right care through NHS 111
  - Tips for staying well this winter
  - Antibiotics usage
  - Extended GP access

19. West Leicestershire CCG is the lead for winter communications in LLR so all material – press releases, toolkits etc. – are developed by the West Leicestershire CCG Communications and Engagement team on behalf of all NHS agencies in the patch.
20. A communications network has been established with representation from the communications leads from all LLR NHS and other partners including local authorities and DHU. A single plan is in operation which incorporates the campaigns and messaging from partners into an LLR schedule.
21. The winter communications plan and associated action are fully integrated within the overall operational plan for winter.
22. The CCG also linked -in with some focus group work being carried out by Health Watch to determine local people's views on winter health messaging.

## **National**

### **NHS Shared Planning Guidance**

23. Preparing for 2019/20 Operational Planning and Contracting - The Government announced a five-year funding settlement for the NHS in June 2018. The new settlement provides for an additional £20.5 billion a year in real terms by 2023/24. In response, the NHS has developed a Long Term Plan, which will be published early in the new year. 2019/20 will be the foundation year which will see significant changes to the architecture of the NHS, laying the groundwork for implementation of the Long Term Plan.
24. This [preparatory guidance](#) covers system planning, the financial settlement, operational plan requirements (for primary care, workforce, data and technology) and the process and timescales around the submission of plans. This is the first part of planning guidance. The full guidance will accompany five-year indicative CCG allocations in early January, and will set out the trust financial regime for 2019/20, and the service deliverables including those arising from year one of the Long Term Plan, which will also be published in January.
25. View the [Preparing for 2019/20 Operational Planning and Contracting guidance](#)

### **The NHS's 'remarkable people doing extraordinary things' named in New Year's Honours list**

26. In the NHS's 70<sup>th</sup> year, dozens of NHS staff have been recognised in the 2019 New Year's Honours list, including 15 leading nurses, an array of doctors, dentists, physiotherapists and other health professionals, and those who led the response to terror attacks and major incidents.
27. The awards include OBEs for Dr Malik Ramadhan, who was in charge of the A&E at the Royal London hospital in Whitechapel on the night of the London Bridge terror attack; Paul Woodrow, who as Director of Operations for the London Ambulance Service also played a leading role in ensuring victims of the attacks in London and Grenfell fire received swift care; and Colin Kelsey, who led the NHS response to the Manchester Arena bombing.
28. Peter Boorman, who as lead for Emergency Preparedness, Resilience and Response (EPRR) for NHS England in London helped coordinate the NHS's response to the terrorist attacks on Westminster and London Bridge, the Grenfell fire, the Croydon tram crash and the Wannacry cyber-attack is also awarded an OBE.

29. England's outgoing chief nurse, Professor Jane Cummings, is one of the many awardees from a nursing background, receiving a CBE for her contribution to the NHS over the course of her career.
30. Kate Davies, the NHS's lead on care for armed forces veterans and victims of sexual assault, has also received recognition for her work to improve services for some of the most vulnerable groups, while the NHS's national leaders on mental health care, diabetes and obesity, heart disease and innovation – topics which will feature heavily in the upcoming NHS Long Term Plan – will join her in being invited to Buckingham Palace to pick up honours over the coming months.
31. NHS England chair, Lord Prior, said: "These are remarkable people doing extraordinary things for their fellow citizens. The NHS is a unique organisation which has won the hearts and minds of all of us for over 70 years, but its success depends wholly on the people who work in it. Those who have been honoured for their service this year honour us all. Many, many congratulations to them."
32. The NHS England contingent are among dozens of NHS and other health and care staff and volunteers recognised in the 2019 New Year's Honours list, including:
- 15 leading nurses, including Michelle McLoughlin, the Director of Nursing at Birmingham Women and Children's Hospital, and specialists in cancer and mental health care;
  - Lisa Beaumont, a therapeutic and specialist play manager at Leeds General Infirmary who manages the Leeds Children's Transplant Team in the British and World Transplant Games;
  - Professor Simon Kay, a surgeon based in Leeds who pioneered hand and upper arm transplants, which are now available on the NHS, and;
  - Dr Trudi Seneviratne, a leading psychiatrist based at South London and Maudsley Trust and specialising in providing care for new mums suffering from post-natal depression and other mental health problems.
33. The strong showing for NHS staff at both local and national level follows the Queen's Birthday Honours earlier in the year, which saw 64 awards go to health professionals across the country, ranging from long-serving midwives to the Chief Scientific Officer, Professor Dame Sue Hill